



[Nieuws](#) > [Deskpro Releases](#) > [Changed meaning of unassigned tickets](#)

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2014-03-20 - Security Test - [Reacties \(0\)](#) - [Deskpro Releases](#)

For a while, DeskPRO's logic for the Unassigned tickets listed below was to included tickets that were not assigned to a specific agent.

The screenshot shows the 'TICKETS' sidebar menu. At the top, there is a 'TICKETS' button and a 'SEARCH' field. Below this, the section is titled 'AWAITING AGENT' with a sub-header '17 ON HOLD'. The menu items are:

- My Tickets: 6
- Tickets I Follow: 0
- My Teams' Tickets: 0
- Unassigned Tickets: 1
- All Tickets: 16
 - Sales: 8
 - Support: 8

Whether a ticket was assigned to a team or not, had no affect on whether the ticket was listed as Unassigned.

As per 20th March 2014, this functionality has changed. An unassigned ticket is a ticket that is neither assigned to an Agent or an Agent Team.

We believe this change helps those companies that use the team structure extensively. Tickets can be assigned to an agent, a team, both or to nothing. Only "nothing" would now make the ticket unassigned.

If you want to be able to find tickets that are assigned to a team, but not an agent you can create a custom filter.

The screenshot shows the 'New Filter' dialog box. It has a 'Title' field which is currently empty. Below the title field is the 'Criteria' section. A mouse cursor is pointing at the 'Criteria' label. The criteria section contains a single filter rule: 'Assigned Agent' (with a dropdown arrow) 'is' (with a dropdown arrow) 'Unassigned' (with a close button 'x'). Below the criteria section is a button labeled '+ Add criteria'.