

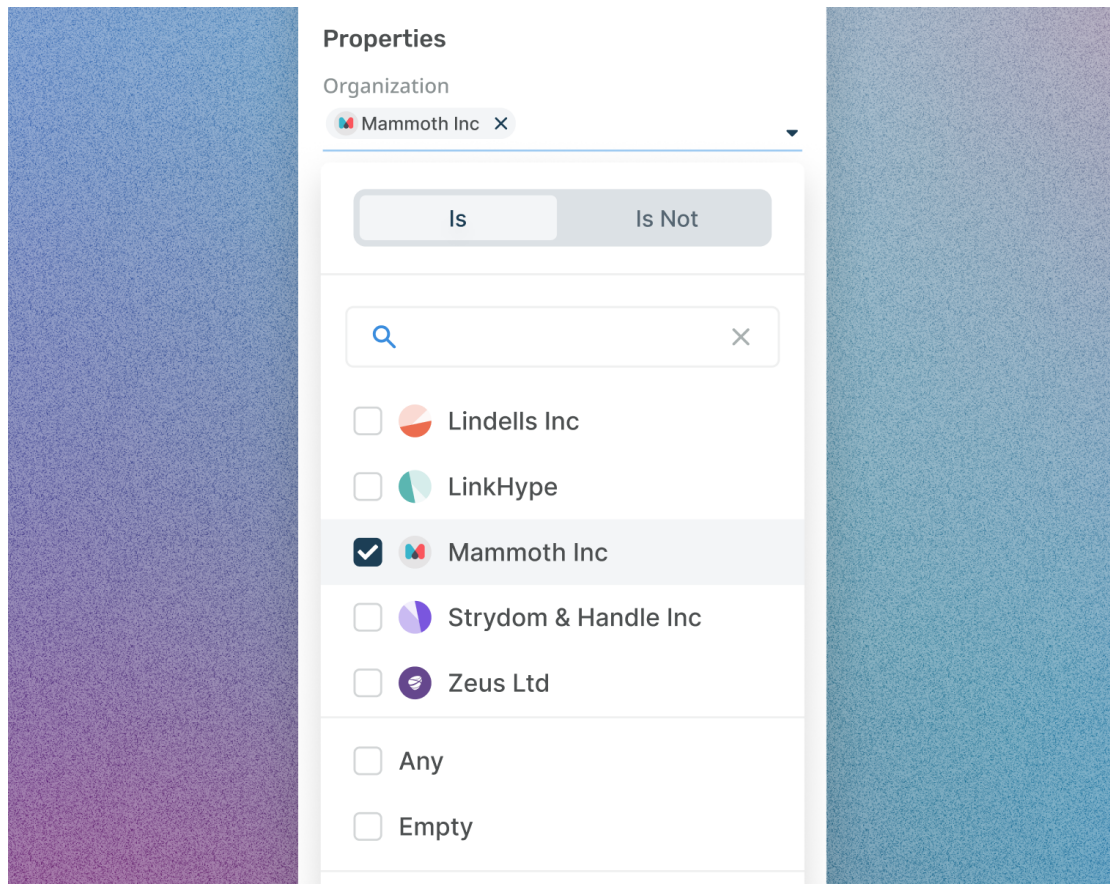


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## Deskpro's CRM is enhanced with Lists

2024-01-22 - Lara Proud - [Kommentarer \(0\)](#) - [Product \(Agent\)](#)

We are thrilled to announce an upgrade to Deskpro's CRM - the introduction of the Lists feature. This enhancement, replacing the Saved Search function, extends the CRM capabilities by enabling agents to create custom no-code lists of users or organizations within your helpdesk. This is made possible through the simple 'is/is not' filtering capabilities.



Much like Ticket Lists, Agents can create personalized custom lists. At the same time, Admins can create lists on a per-team or global basis. This facilitates powerful and efficient user and organization filtering across the helpdesk, further enhancing the capabilities of our CRM.

Elephant Inc. v

USERS ORGS

Lists v

- Unsaved List
- MINE
- Users called 'Martin'
- GLOBAL
- VIP users at LinkHype

ID	Name	Primary Email	Organization
23	Aaron Wood	a.wood@mammoth.com	Mammoth Inc
49	Cyril Smith	cyril@mammoth.com	Mammoth Inc
102	Samuel Johns	samuel.johns@mammoth.com	Mammoth Inc

Filter

Name

First Name

Last Name

Date / Time

Date Created

Properties

Organization

Mammoth Inc X

Is Is Not

Lindells Inc

LinkHype

Mammoth Inc

Strydom & Handle Inc

Zeus Ltd

Any

Empty

Clear all selections

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