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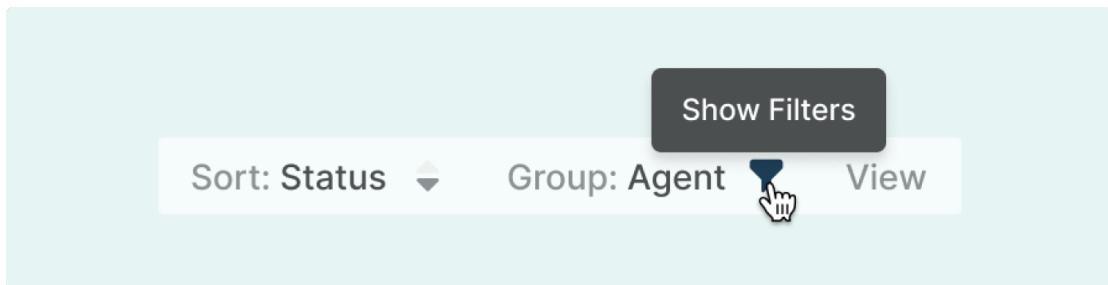
## Group and access Queues with more flexibility

2023-07-11 - Lara Proud - [Kommentarer \(0\)](#) - [Product \(Agent\)](#)

We are thrilled to announce an exciting enhancement to our ticket organization feature that will significantly improve your workflow.

You now have the ability to group Ticket Queues using the new visual Grouping Filters. This feature provides a visual grouping of Ticket Queues, enhancing organization and providing a comprehensive view of ticket distribution across different groups.

To utilize this feature, simply apply a Group to a Queue and select the filter icon next to the Group option. This will display the grouping in Bubbles at the top of the Table View.:



The grouping possibilities with this new feature are extensive with the ability to view groups by Ticket Properties, Ticket Dates and Times, and Ticket Custom Fields. For full list options, view the [Agent Guide](#).

The image shows a screenshot of a ticket queue table. At the top, there is a header row with columns: ID, Subject, User, Agent, and Last Reply. Below the header, the tickets are grouped by agent. The first group is for 'Arlene McCoy (2)', showing two tickets with ID 46003 and subject '17 Iconic Movies That Got Surprisingly Low Ratings'. The second group is for 'Brooklyn Simmons (6)', showing six tickets with various IDs and subjects. The third group is for 'Cameron Williamson (32)', showing three tickets. Each ticket row includes a checkbox, the ID, the subject, the user's name and email, the agent's name and profile picture, and the time since the last reply.

ID	Subject	User	Agent	Last Reply
<b>Arlene McCoy (2)</b>				
<input type="checkbox"/>	46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Arlene McCoy 18 hrs
<input type="checkbox"/>	46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Arlene McCoy 18 hrs
<input type="checkbox"/>	6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Arlene McCoy 5 min
<input type="checkbox"/>	7032	Starting your traveling blog with Vasco 🌟🔖	Ronald Richards <dolores.chambers@example.com>	Arlene McCoy 5 hrs
<input type="checkbox"/>	6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Arlene McCoy 5 min
<b>Brooklyn Simmons (6)</b>				
<input type="checkbox"/>	46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Brooklyn Simmons 18 hrs
<input type="checkbox"/>	6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Brooklyn Simmons 5 min
<input type="checkbox"/>	6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Brooklyn Simmons 5 min
<input type="checkbox"/>	6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Brooklyn Simmons 5 min
<input type="checkbox"/>	7032	Starting your traveling blog with Vasco 🌟🔖	Ronald Richards <dolores.chambers@example.com>	Brooklyn Simmons 5 hrs
<b>Cameron Williamson (32)</b>				
<input type="checkbox"/>	46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Cameron Williamson 18 hrs
<input type="checkbox"/>	6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Cameron Williamson 5 min

Within the Ticket Queue, you will find a list of tickets grouped according to your selection. By choosing a specific

item in the group, such as an agent's name, you can load a view that only displays their associated tickets. Deselecting the agent will restore the full grouped queue.

We believe that this improved ticket organization feature will revolutionize the way you manage your tickets, providing you with greater flexibility, efficiency, and control. Try it out and experience the power of enhanced ticket filtering and grouping.