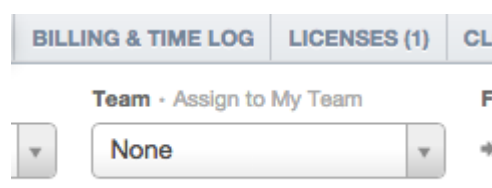


New Feature: Primary Teams

2014-10-02 - Ben Henley - [Komentarze \(0\)](#) - [Product](#)

We've added a new agent setting which improves the process of assigning teams in a couple of ways.

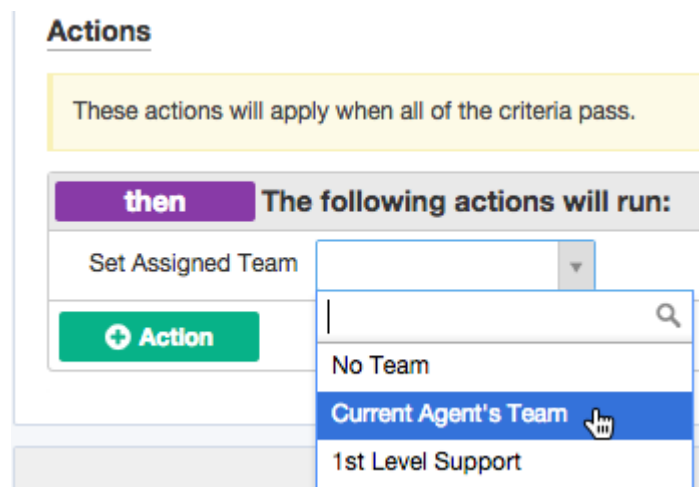
When agents who belong to more than one team used the **Assign to My Team** quick link on a ticket, the team assigned was always the first created - even if it wasn't the agent's most commonly-used team.



The screenshot shows a user interface with three tabs: 'BILLING & TIME LOG', 'LICENSES (1)', and 'CL'. Below the tabs is a section titled 'Team - Assign to My Team' with a dropdown menu currently showing 'None'. To the right of the dropdown is a small 'F' icon.

Now you can set a **primary team** for each agent, which will be assigned instead.

Setting the agent's primary team also improves how automated actions work. Some actions set the **Current Agent's Team**: again, the primary team setting will now be used to decide which team that is.



The screenshot shows the 'Actions' configuration screen. A yellow box at the top states 'These actions will apply when all of the criteria pass.' Below this is a section titled 'then The following actions will run:'. The first action is 'Set Assigned Team'. A dropdown menu is open for this action, showing options: 'No Team', 'Current Agent's Team' (which is highlighted with a mouse cursor), and '1st Level Support'. A green 'Action' button is visible to the left of the dropdown.

Set up primary teams on each agent's profile in **Admin > Agents**.

Teams



The screenshot shows a configuration section for teams. It contains three entries, each with a checked checkbox, a team name, and a 'Primary Team' label. The entries are: '1st Level Support', '2nd Level Support', and 'Support Managers'. The 'Support Managers' entry has a checkmark next to its 'Primary Team' label.

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- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)

- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)
- [New Feature: Department Avatars](#)
- [New Feature: This Season's Designer Labels](#)
- [New Feature: Even Better Automation](#)
- [New Feature: Create Tasks Automatically](#)
- [New Feature: Close Tabs in Bulk](#)
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