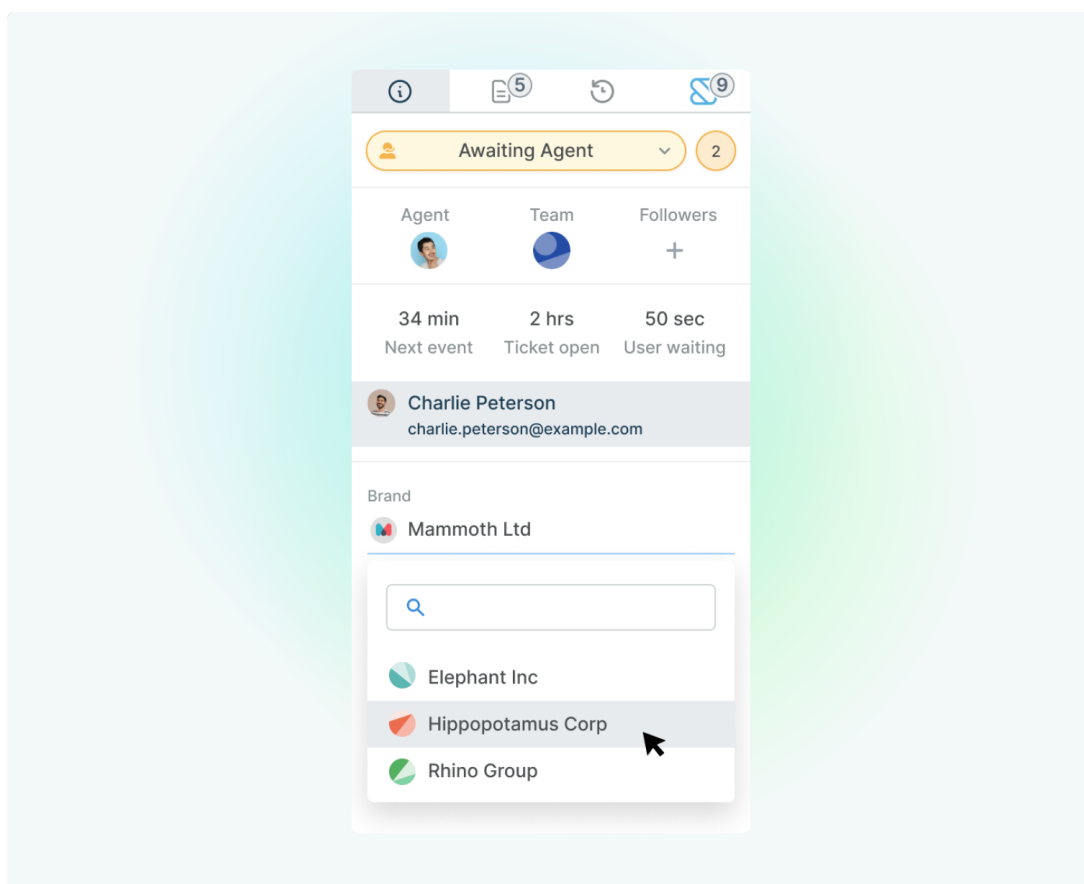


Redirect messages to your different brands

2023-04-18 - Lara Proud - Komentarze (0) - Product (Agent)

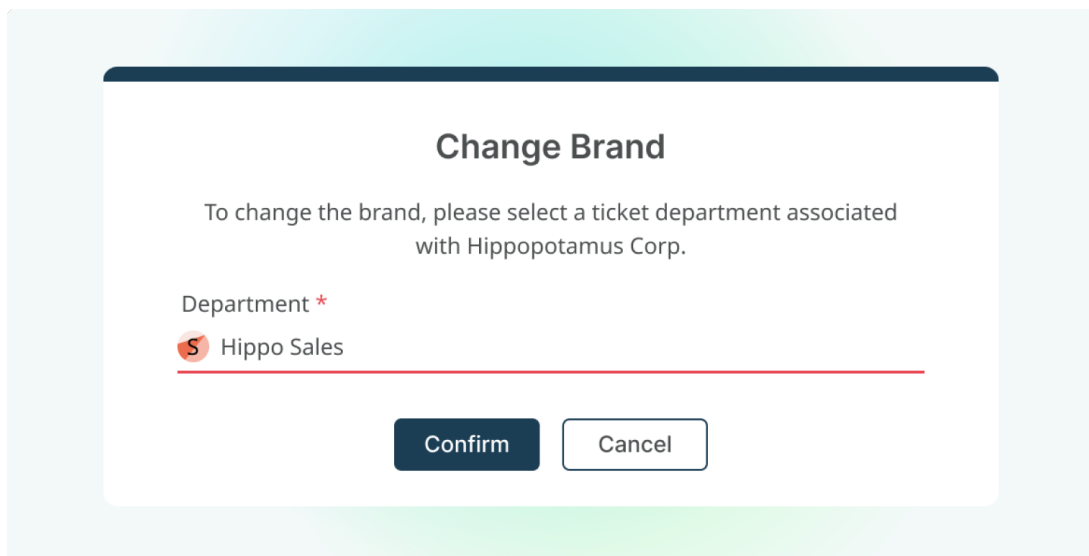
We added the ability to change ticket brands. With this latest update, it's now easier than ever to redirect messages to the relevant parts of your organization with zero complications.



Managing multiple brands within an organization can often be complex, with messages and tickets coming in from different sources and needing to be routed to the appropriate teams or departments. Our new brand change feature allows you to effortlessly redirect messages to the relevant brand, ensuring efficient handling of customer inquiries and support requests.

You simply need to select the brand from the ticket properties and re-assign it. You may be asked to confirm your choice if the brand change means you need to select a new department for the ticket, but after that,

the ticket will be routed to the relevant area of the helpdesk.



The screenshot shows a modal dialog box titled "Change Brand". The dialog has a white background and rounded corners, set against a light blue and green gradient background. The title "Change Brand" is centered at the top in a bold, dark font. Below the title, there is a line of instructional text: "To change the brand, please select a ticket department associated with Hippopotamus Corp." Underneath this text, the label "Department *" is followed by a dropdown menu. The dropdown menu is currently open, showing a single option: "Hippo Sales", which is preceded by a small red circle containing a white letter 'S'. A horizontal red line is positioned below the dropdown menu. At the bottom of the dialog, there are two buttons: a dark blue button labeled "Confirm" and a white button with a dark border labeled "Cancel".

With just a few clicks, you can update the brand linked with a ticket, allowing you to seamlessly manage messages. Whether you need to transfer a ticket from one brand to another or reassign it to a different part of your organization, Deskpro's brand change feature simplifies the process, saving you time and effort.