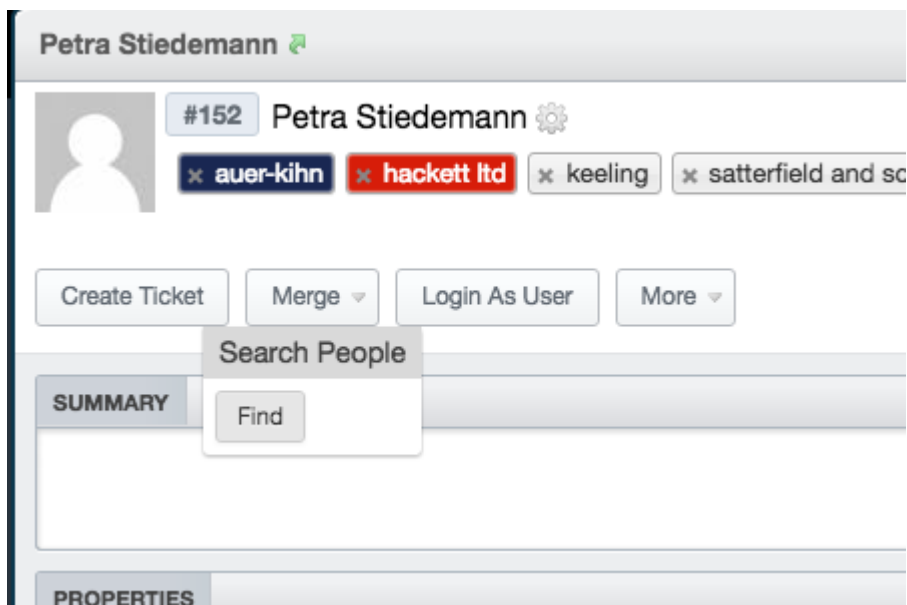


How do I assign multiple tickets to one user from another?

Chris Padfield - 2018-03-13 - Comment (1) - Using Deskpro

If you have a user (not an agent, where this happens by default during deletion) that you wish to mass change ticket ownership on (for example, they are leaving the company) you should merge the user with the user you wish to take all those tickets and then remove the old email address from the new combined profile.

Simply click on a user profile and then click 'Merge'. Find the user you need to merge accounts with.



The screenshot shows a user profile for Petra Stiedemann. The profile header includes the name and a green checkmark. Below the name is a user ID badge (#152) and a gear icon for settings. There are four tags: 'auer-kihn', 'hackett ltd', 'keeling', and 'satterfield and sc'. Below the tags are four buttons: 'Create Ticket', 'Merge' (with a dropdown arrow), 'Login As User', and 'More' (with a dropdown arrow). A 'Search People' overlay is visible, containing a search input field and a 'Find' button. The profile is divided into sections: 'SUMMARY' and 'PROPERTIES'.

Tags

2018