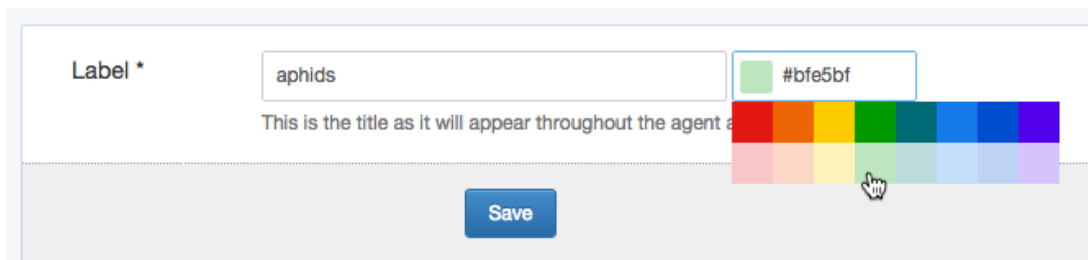


New Feature: This Season's Designer Labels

2014-10-02 - Ben Henley - Comment (1) - Product

We know that a lot of helpdesks use labels as a key part of their workflow.

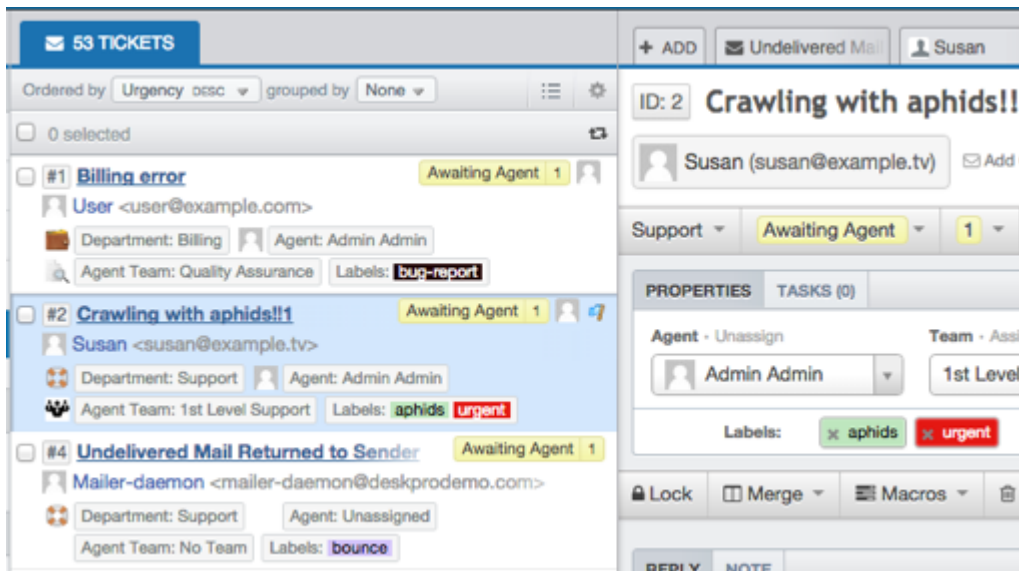
Now there's a new way to get even more out of labels: color.



Label *

This is the title as it will appear throughout the agent interface

Replace uniform gray labels with your own custom colors, and your agents instantly get more information at a glance:



53 TICKETS

Ordered by Urgency asc grouped by None

0 selected

- #1 Billing error Awaiting Agent 1
User <user@example.com>
Department: Billing Agent: Admin Admin
Agent Team: Quality Assurance Labels: bug-report
- #2 Crawling with aphids!!1 Awaiting Agent 1
Susan <susan@example.tv>
Department: Support Agent: Admin Admin
Agent Team: 1st Level Support Labels: aphids urgent
- #4 Undelivered Mail Returned to Sender Awaiting Agent 1
Mailer-daemon <mailer-daemon@deskprodemo.com>
Department: Support Agent: Unassigned
Agent Team: No Team Labels: bounce

ID: 2 **Crawling with aphids!!**

Susan (susan@example.tv) Add

Support Awaiting Agent 1

PROPERTIES TASKS (0)

Agent - Unassign Team - Assign

Admin Admin 1st Level

Labels: aphids urgent

Lock Merge Macros

REPLY NOTE

You can pick from one of 16 predefined colors, or get the precise shade you like by entering a [hex color value](#) (we hope 16,777,216 possible colors are enough).

To set this up, go to the **Labels** section for each type of content (e.g. **Admin > Tickets > Labels**).

Related Content

- [New Feature: Better Search for Users](#)
- [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: Even Better Automation](#)
- [New Feature: Create Tasks Automatically](#)
- [New Feature: Close Tabs in Bulk](#)
- [New Feature: Primary Teams](#)
- [DeskPRO Build #370 Released](#)