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## Changed meaning of unassigned tickets

2014-03-20 - Chris Padfield - [Komentarjev \(0\)](#) - [Deskpro Releases](#)

For a while, DeskPRO's logic for the Unassigned tickets listed below was to included tickets that were not assigned to a specific agent.

The screenshot shows the 'TICKETS' sidebar in DeskPRO. At the top, there is a 'TICKETS' button and a 'SEARCH' field. Below this, the 'AWAITING AGENT' section shows '17 ON HOLD'. The sidebar lists several categories with their respective counts in blue circles:

- My Tickets: 6
- Tickets I Follow: 0
- My Teams' Tickets: 0
- Unassigned Tickets: 1
- All Tickets: 16
  - Sales: 8
  - Support: 8

Whether a ticket was assigned to a team or not, had no affect on whether the ticket was listed as Unassigned.

As per 20th March 2014, this functionality has changed. An unassigned ticket is a ticket that is neither assigned to an Agent or an Agent Team.

We believe this change helps those companies that use the team structure extensively. Tickets can be assigned to an agent, a team, both or to nothing. Only "nothing" would now make the ticket unassigned.

If you want to be able to find tickets that are assigned to a team, but not an agent you can create a custom filter.

The screenshot shows the 'New Filter' dialog box. It has a 'Title' field at the top. Below it, the 'Criteria' section contains a filter rule: 'Assigned Agent' is 'is' 'Unassigned'. There is a plus icon to the left of the criteria field and a minus icon to the right. At the bottom, there is a button labeled '+ Add criteria'.