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New Feature: Primary Teams

2014-10-02 - Ben Henley - [Komentarjev \(0\)](#) - [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 set to 'None'. There is also a small 'F' icon and a speaker icon to the right of the dropdown.

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. It has a yellow box stating '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', which has a dropdown menu open. The dropdown menu shows three options: 'No Team', 'Current Agent's Team' (which is highlighted with a mouse cursor), and '1st Level Support'. There is also a green 'Action' button with a plus icon.

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

The screenshot shows the 'Teams' configuration section. It has a table with three rows, each representing a team. Each row has a checkbox, the team name, and a 'Primary Team' label. The 'Support Managers' row has a checkmark in the checkbox and a checkmark in the 'Primary Team' label.

Checkbox	Team Name	Primary Team
<input checked="" type="checkbox"/>	1st Level Support	Primary Team
<input checked="" type="checkbox"/>	2nd Level Support	Primary Team
<input checked="" type="checkbox"/>	Support Managers	✓ Primary Team

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