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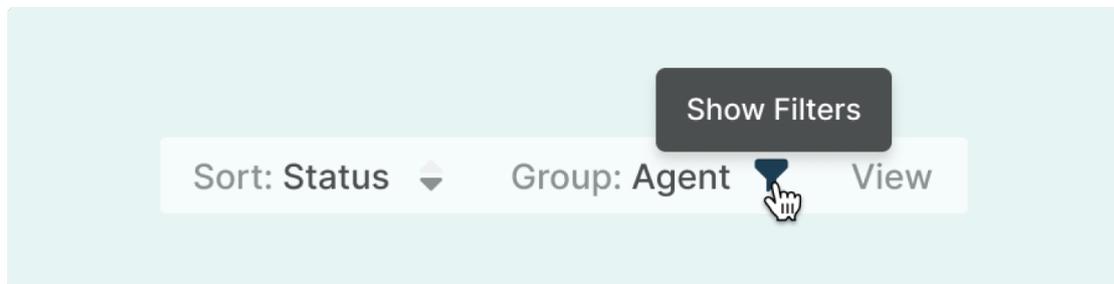
## Group and access Queues with more flexibility

2023-07-11 - Lara Proud - [Kommentarer \(0\)](#) - [Product \(Agent\)](#)

We are thrilled to announce an exciting enhancement to our ticket organization feature that will significantly improve your workflow.

You now have the ability to group Ticket Queues using the new visual Grouping Filters. This feature provides a visual grouping of Ticket Queues, enhancing organization and providing a comprehensive view of ticket distribution across different groups.

To utilize this feature, simply apply a Group to a Queue and select the filter icon next to the Group option. This will display the grouping in Bubbles at the top of the Table View.:



The grouping possibilities with this new feature are extensive with the ability to view groups by Ticket Properties, Ticket Dates and Times, and Ticket Custom Fields. For full list options, view the [Agent Guide](#).

The image shows a screenshot of a ticket queue table. At the top, there is a header row with columns: ID, Subject, User, Agent, and Last Reply. Below the header, the table is grouped by agent. The first group is 'Arlene McCoy (2)', showing two tickets assigned to Robert Fox. The second group is 'Brooklyn Simmons (6)', showing six tickets assigned to Robert Fox, Guy Hawkins, and Ronald Richards. The third group is 'Cameron Williamson (32)', showing three tickets assigned to Robert Fox and Guy Hawkins. Each ticket row includes a checkbox, an ID, a subject, a user profile, an email address, an agent profile, and a time since last reply.

ID	Subject	User	Agent	Last Reply
<b>Arlene McCoy (2)</b>				
46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Arlene McCoy	18 hrs
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6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Arlene McCoy	5 min
7032	Starting your traveling blog with Vasco 🌟🔖	Ronald Richards <dolores.chambers@example.com>	Arlene McCoy	5 hrs
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Arlene McCoy	5 min
<b>Brooklyn Simmons (6)</b>				
46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Brooklyn Simmons	18 hrs
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Brooklyn Simmons	5 min
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Brooklyn Simmons	5 min
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Brooklyn Simmons	5 min
7032	Starting your traveling blog with Vasco 🌟🔖	Ronald Richards <dolores.chambers@example.com>	Brooklyn Simmons	5 hrs
<b>Cameron Williamson (32)</b>				
46003	17 Iconic Movies That Got Surprisingly Low Ratings	Robert Fox <georgia.young@example.com>	Cameron Williamson	18 hrs
6478	What to Watch on Wednesday: Peacock finally hatches with Brav...	Guy Hawkins <debra.holt@example.com>	Cameron Williamson	5 min

Within the Ticket Queue, you will find a list of tickets grouped according to your selection. By choosing a specific

item in the group, such as an agent's name, you can load a view that only displays their associated tickets. Deselecting the agent will restore the full grouped queue.

We believe that this improved ticket organization feature will revolutionize the way you manage your tickets, providing you with greater flexibility, efficiency, and control. Try it out and experience the power of enhanced ticket filtering and grouping.