Can one user from an organization see all that organization's tickets?

Ben Henley - 2023-08-29 - Yorumlar (0) - Deskpro Legacy

Note

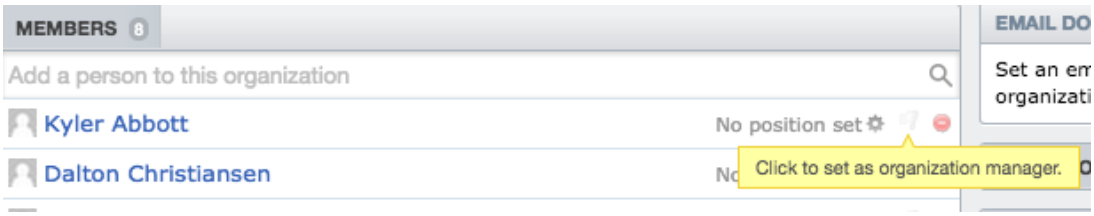
You are browsing the Legacy version of this article. For the current version, see: How do I nominate users to manage an organization's tickets?

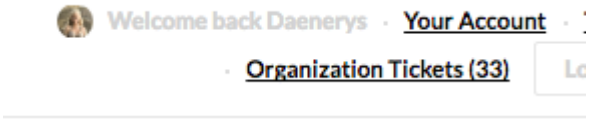
Question

I have multiple users for one organization. How can I have one of those user accounts be a main/master account that can view all open and resolved tickets for that organization?

Answer

You can do this with the Deskpro **organization managers** feature. You can make a user a manager from the agent interface, either in the organization record or the user's record. See the agent manual for details.





Organization managers can see all their organization's tickets by logging into the portal, and they can also choose to automatically join all the tickets as a CC'd user from the portal **Edit your profile** page.

PIDE-9525-YMNO	service	Support	Daenerys Targaryen	Mon, 5th Sep 2016 4:41pm	Daenerys Targaryen 10/18/2016, 6:05 pm
IHIM-9939-FSGJ	Testing SLAs	Support	Harry	Mon, 26th Sep 2016 10:51am	Daenerys Targaryen 09/28/2016, 1:21 pm
UFIU-5147-GILW	Service	Support	Daenerys Targaryen	Tue, 6th Sep 2016 5:41pm	Daenerys Targaryen 09/06/2016, 5:41 pm
RNZP-7768-ELQA	Support inquiry	Support	Sam	Fri, 29th Jul 2016 10:09am	Daenerys Targaryen 07/29/2016, 12:38 pm
HVDL-3921-YOTO	Asdfg	Support	Jenna	Fri, 29th Jul 2016 12:16pm	Jenna 07/29/2016, 12:16 pm