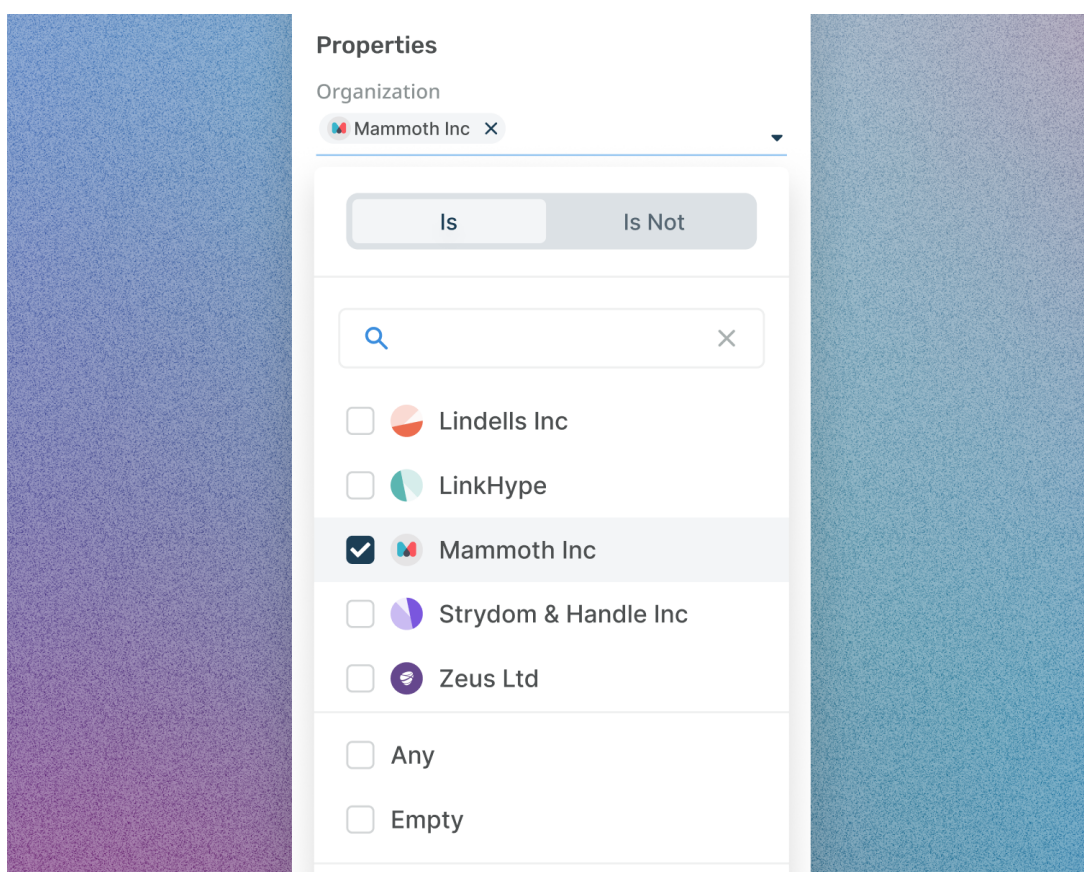


Deskpro's CRM is enhanced with Lists

2024-01-22 - Lara Proud - Comments (0) - Product (Agent)

We are thrilled to announce an upgrade to Deskpro's CRM - the introduction of the Lists feature. This enhancement, replacing the Saved Search function, extends the CRM capabilities by enabling agents to create custom no-code lists of users or organizations within your helpdesk. This is made possible through the simple 'is/is not' filtering capabilities.



Much like Ticket Lists, Agents can create personalized custom lists. At the same time, Admins can create lists on a per-team or global basis. This facilitates powerful and efficient user and organization filtering across the helpdesk, further enhancing the capabilities of our CRM.

The screenshot displays a user management interface for 'Elephant Inc.'. The main area shows a table of users with columns for ID, Name, Primary Email, and Organization. Three users are listed, all associated with 'Mammoth Inc'. A red circle highlights the 'Mammoth Inc' organization column. The right sidebar contains a 'Filter' panel with a search bar and a list of organizations. 'Mammoth Inc' is selected in the filter panel. The bottom of the interface shows 'Items per page: 100' and '1-2 of 2'.

ID	Name	Primary Email	Organization
23	Aaron Wood	a.wood@mammoth.com	Mammoth Inc
49	Cyril Smith	cyril@mammoth.com	Mammoth Inc
102	Samuel Johns	samuel.johns@mammoth.com	Mammoth Inc

Filter

Organization

- Lindells Inc
- LinkHype
- Mammoth Inc
- Strydom & Handle Inc
- Zeus Ltd
- Any
- Empty

Clear all selections

Items per page: 100 1-2 of 2