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## Changed meaning of unassigned tickets

2014-03-20 - Security Test - [Comments \(0\)](#) - [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' section of the DeskPRO interface. At the top, there is a 'TICKETS' button and a 'SEARCH' field. Below this, the 'AWAITING AGENT' section is active, showing a total of 17 tickets on hold. The list of categories is as follows:

Category	Count
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 which is currently empty. Below the title field is the 'Criteria' section. A mouse cursor is pointing at the 'Criteria' label. The criteria section contains a single filter rule: 'Assigned Agent' is 'is' 'Unassigned'. There is a plus sign icon to the left of the criteria list and an 'Add criteria' button at the bottom.