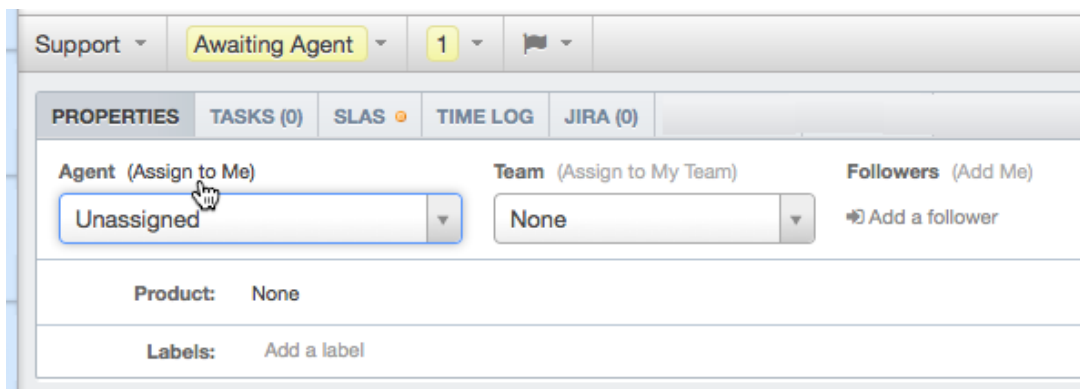


New Feature: Quick Assign To Yourself And Your Team

2014-08-11 - Ben Henley - Comments (0) - Product

Assigning tickets to agents and teams is a core part of DeskPRO helpdesk workflow. We're always working to make the agent interface faster and easier to use, and we've found a way to make assignment that little bit quicker.

We realised that the agent you assign tickets to the most is probably *yourself*, so we added a one-click **Assign to Me** link.



Support ▾ Awaiting Agent ▾ 1 ▾

PROPERTIES TASKS (0) SLAS ⚙ TIME LOG JIRA (0)

Agent (Assign to Me) Team (Assign to My Team) Followers (Add Me)

Unassigned ▾ None ▾ ➕ Add a follower

Product: None

Labels: Add a label

We've also added one-click links to **assign a ticket to your team** or **add yourself as a follower**.

It's one of the little touches that adds up to make our slick, modern interface a pleasure to use.