Manage My Queues



This guide helps you efficiently manage help desk queues by filtering and assigning tickets. Follow these steps to streamline task tracking and boost team productivity.



2 Select "My Queues".



3 Select "Queue Name" to filter the queues.

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4 To assign a technician to a ticket, select a Ticket ID.

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Select the Technician Field and choose the appropriate technician. Once a technician has been selected, the ticket will be removed from the queue and will display on the technicians My Tickets.

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