

How to Assign a Ticket to an Agent

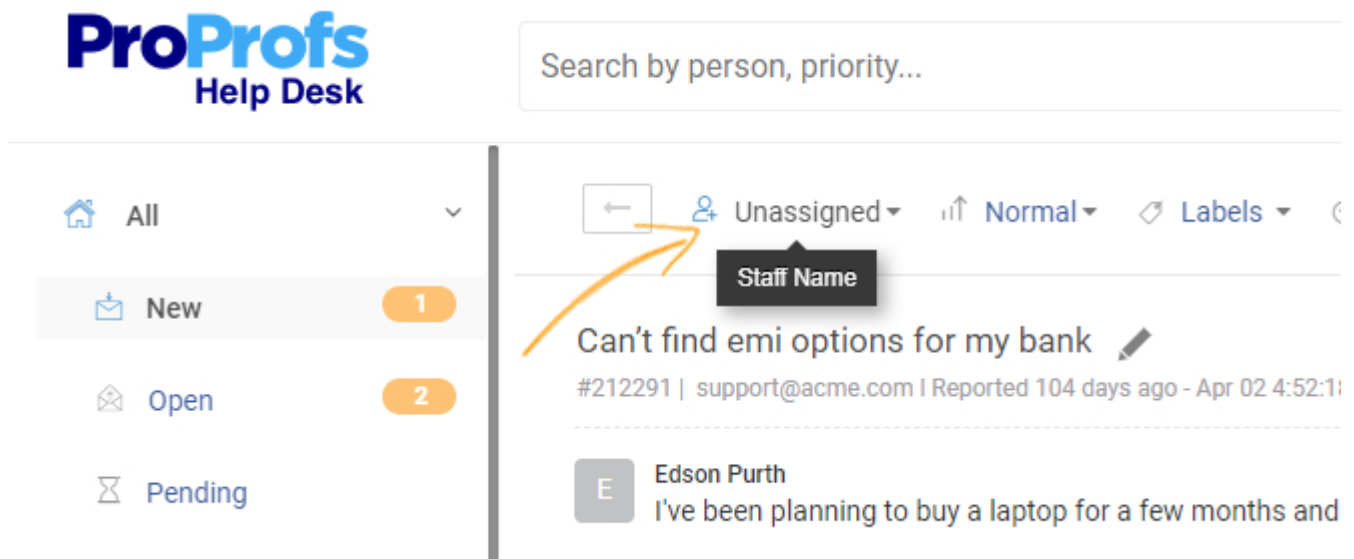
With ProProfs Help Desk, you can manually assign tickets to particular agents of that inbox, if required. This feature can be especially useful in certain scenarios. Assigning tickets can also be used to train agents. Manually assigning tickets to newer agents can help them ease into the support process and enhance their skills.

For example, if an agent specializes in JavaScript, it would be better to assign JavaScript related issues to that particular agent. This would ensure better customer support.

Here's how you can assign a ticket to an agent:

Step 1: Go to the **Inbox**. Open the ticket you want to assign.

Step 2: Click on **Staff Name** drop-down and select the agent you want to assign the ticket to.



How to Manage Your Customer Support Tickets

Video About: [How to Manage Your Customer Support Tickets](#)

Related Articles:

- [How to Organize Your Help Desk Tickets and Agents?](#)
- [How to Add Child Tickets to a Ticket?](#)
- [How to Bookmark A Ticket?](#)