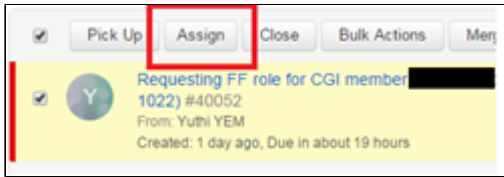


How to assign a ticket to an agent?

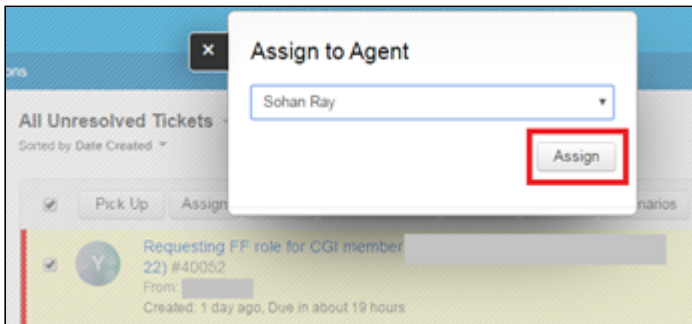
 Unless the ticket is selected the Assign button will remain disabled

Step-by-step guide

- i. Log into the Freshdesk Agent Portal.
- ii. Select the Tickets Tab to view the list of all tickets.
- iii. Select the desired ticket by clicking on the checkbox . .
- iv. Hit the Assign button



- v. Select the desired agent from the drop down and hit Assign.



Related articles

- [L1 Agent](#)
- [How to create a ticket for Freshdesk admin team](#)
- [Stellar-OB-007-Freshdesk status](#)
- [What are the types of Freshdesk Statuses](#)
- [Setup a Canned Response in Freshdesk](#)