

## Assigning and Viewing Assigned Messages

Engage allows you to assign specific items to other team members and co-workers in your company, allowing for a collaborative workflow and ensuring the right message gets to your audience.

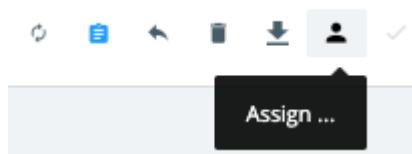
In this article, you'll find out more about how to assign, unassign and view assignments in Engage.

### What Type of Content Can I Assign in Engage?

In Engage, it's possible to assign the following items:

- An entire conversation (e.g., a post, DM thread, mention, or review).
- An individual comment in a conversation.
- An individual DM reply.

Once you've opened any conversation in Engage, look for the **Assign** icon. It can be found in the top, right-hand side of each conversation or by hovering over each individual DM reply or comment.



#### Note:

Comments can be assigned, though **it's not possible to assign any comment replies** (nested comments).

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### Who Can I Assign Content to in Engage?

When you're assigning content in Engage, there are 4 possible options:

- Any Social Media Management user in your team(s).
- An entire team.
- An email address.
- A connected Zendesk account.

If you're assigning an entire conversation, you can choose from any one of the above options. However, individual comments and individual DM replies can only be assigned to a Social Media Management user or a team.

Please see below in this article for more information on how to assign content to each recipient.

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### Assigning Engage Content to a User or a Team

To get started assigning content to a user or a team, please follow the steps below:

1. Click to open any conversation in Engage.
2. Click the **Assign** icon found in the top right-hand side of the post or by hovering over a comment.
3. Under **Assign message to**, use the dropdown to choose a team or team member.
4. Include a note if applicable.
5. Click **Assign**.

[User](#) [Zendesk](#) [E-mail](#)

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Assign conversation to:

SELECT A TEAM OR TEAM MEMBER

Include a note...

ASSIGN

The selected Social Media Management user will receive an email notification. If you select a team, each user in that team will receive an email. The email will contain the name of the user who assigned the content, the channel, the network, the date and time the content was assigned, and a link to the post in Engage.

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### Assigning Engage Content to an Email Address

It's only possible to assign an entire thread to an email address. This means you can assign a post which may contain numerous comments, or a DM thread which may contain several replies, but it's not possible to assign each comment or reply to an email address individually.

You can assign a conversation to any email address, whether the email address belongs to a Social Media Management user or not. Please follow the steps below:

1. Click to open any conversation in Engage.
2. Click the **Assign** icon in the top, right-hand side of the conversation.
3. Click **E-mail** below the post preview.
4. Enter the recipient email address followed by a subject and a note (Note: Email address and subject are required).
5. Click **Send**.

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User    Zendesk    **E-mail**

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Forward to:

Email address(es)

Subject

Include a note...

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SEND

The recipient will receive an email from `notifier@falcon.io` with the subject entered at point 4 above. The email will contain the name of the assigner, a preview of the conversation, a link to view the post in Social Media Management, and a link to reply to the assigner.

If the recipient clicks **Reply to Assigner**, this will begin a new email draft to the email address of the assigner in Social Media Management.

**Note:**

In the email, the **View in Social Media Management** option will only successfully lead the recipient to the conversation in Social Media Management if they are a Social Media Management user and currently logged in.

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### Assigning Engage Content to a Zendesk Account

Currently, it's only possible to assign an entire thread (e.g., a post or a DM thread) to a Zendesk account. Individual replies and comments can only be assigned to a user or a team.

In order to assign Engage content to a Zendesk account, please make sure that you have a Zendesk account connected to Social Media Management. Please visit our Help Center guide for more information [here](#). Once you're set up, follow the steps below:

1. Click to open any conversation in Engage.
2. Click the **Assign** icon in the top, right-hand side of the conversation.
3. Click **Zendesk**.
4. Enter the subject and a note (Note: All fields are required).
5. Click **Create Zendesk Ticket**.

User

**Zendesk**

E-mail

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Include a subject

Include a note...

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**CREATE ZENDESK TICKET**

In your Zendesk account, you will receive a new, unopened ticket. The ticket requester will be listed as the email address of the user who connected the Zendesk account to Social Media Management. The subject will appear as entered in step 4 above.

The body of the new ticket will contain the applicable Channel name, the name of the assigner, a link to the content in Social Media Management, the note left by the assigner, and a disclaimer that the ticket originated in Social Media Management.

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### Viewing Assigned Messages in Engage

In Engage, you can create a new feed to view messages which were assigned to you, assigned to your team, assigned to anyone else, or unassigned. Please see the steps below to set up your feed:

1. In Engage, click **Add Feed** from the top right.
2. Select networks, channels, message types, or read status (if applicable).
3. In the **Assigned to** field, choose between **Me**, **My Team**, **Others**, or **Nobody**.
4. Click **Save Feed**.

### Add feed

Select a preset

ALL

UNREAD

MY ASSIGNMENTS

OR CREATE A FEED FROM SCRATCH

On network(s)

f

in

On channel(s)

SELECT CHANNELS

Of type(s)

SELECT MESSAGE TYPE

Marked as read by

ME

ANYBODY

NOBODY

Assigned to

ME

MY TEAM

OTHERS

NOBODY

ADVANCED FILTERS

Title

All

CLEAR SELECTION

APPLY

SAVE FEED

**Tip:**

Alternatively, you can click **My Assignments** from the **Select a preset** field shown in the screenshot above. With this preset, you'll see content assigned to you and your team.

## Unassigning and Reassigning in Engage

Whether an item has already been assigned to you or another user, it can be unassigned at any time. On the assigned item, click the highlighted **Assign** icon. Next, either select **Unassign...** or **Reassign**.

Reassign conversation from **Mike Ross** to:

HEIDI JI



Include a note...

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UNASSIGN MIKE ROSS

REASSIGN