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Allow admin to set agents offline for chat and voice Collecting Feedback

Danelle McKeown •
اسم المنتدى: # Feature Request

.Allow admins to set agents as offline for chat and voice

E.g. an agent may forget to set themselves as offline when they leave their computer but stay logged into Deskpro. If an admin could mark them as offline, this would prevent them appearing as online for chats and calls.