Custom Fields for Agent Profile Collecting Feedback

- SK Stephan Koch
- **اسم المنتدى:** Feature Request#

Add custom fields to the agent profile.
These should only be visible to individual agents and administrators - but not to their colleagues or users.
For example, this custom field could be used to store agent-specific API keys for external services.

تعليقات (٢)

TH **Theresa Harbor**

منذ 4 سنوات

This feature would also be helpful to us - we could store the name of the business unit each agent belongs to in a "hidden" field like this.

JS **Jeroen van der Steen**

منذ 4 سنوات

For us as well. We could use something similar to this to have agents mark themselves as 'away', allowing for triggers to unassign tickets when replies come in.