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## 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 5 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