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IM Notification or Flags Under Review

Janay Pyfrom-Symonette •

Feature Request# **اسم المنتدى:** •

When someone is working outside of the Agent Interface (e.g. another browser) but has DeskPRO running, can there be a notification, pop up, browser highlight or flag of some sort ?to indicate that you just got an IM message from another agent within the interface

تعليق (1)

Kyle Wallace

منذ 5 سنوات

This would be very helpful if a notification function was added. We tried using the built in IM to replace our current software solution, but no one ever sees any notifications! An audible sound paired with a flashing icon (flash the browser icon similar to a file download complete function) or pop-up window (that would remain on the screen until dismissed) would make .this feature usable