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## Noises for notifications for tickets or IM Collecting Feedback

OB Orville Bailey •

اسم المنتدى: # Feature Request

Feature that allows the user to turn on a visible; or Audible Notification - just like chat - when a ticket comes in.  
.That would be super helpful

Especially for our help desk where the agents do many different tasks and are not always looking at the screen  
.constantly

### تعليق (1)

JB Jonathan Brown

منذ 11 سنة

I would like to receive alerts for agent to agent chat messages. A sound would be nice, or an alert on the tab I  
!have open, or even the desktop notification would be great! Thanks