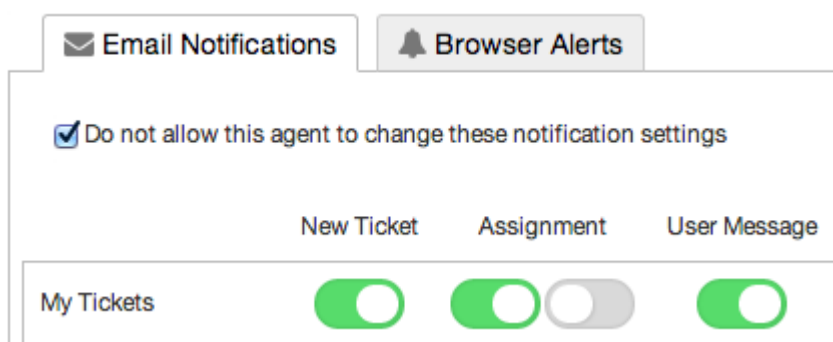


New Feature: More Control Over Agent Notifications

Product - (.) تعليقات - Ben Henley - 2014-08-28

?Want to make sure that agents don't miss important tickets

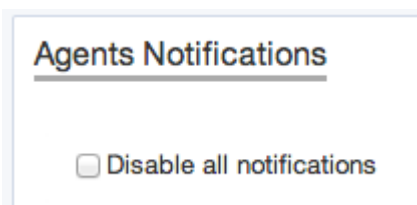
As an admin, you can change an agent's notification settings - but so can the agent. If you're troubled by agents turning off important notifications (or turning on everything and then complaining of email overload) you'll be pleased to hear we've added a new .permission setting



| | New Ticket | Assignment | User Message |
|------------|-------------------------------------|-------------------------------------|-------------------------------------|
| My Tickets | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

You can disable an agent's ability to change their notification settings from their profile in **.Admin > Agents**, under the **Ticket Notifications** tab

If you want to give your agents a break from notifications, you can also now disable them .altogether from **Admin > Agents > Settings**



Agents Notifications

☐ Disable all notifications