

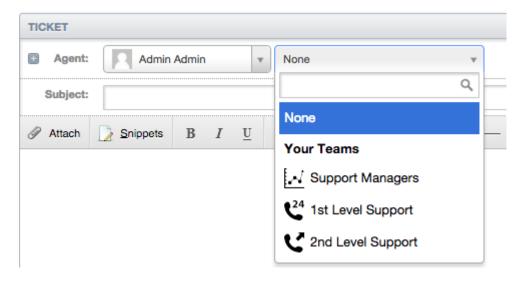
Product > New Feature: Time for a Team Picture < الاخبار

New Feature: Time for a Team Picture

Product - (۰) تعليقات - Ben Henley - 2014-10-02

DeskPRO already lets your agents have avatars: now we've added **avatars for agent** .teams too

You can give each team its own avatar (identifying icon) that will be used throughout the .agent interface



It's especially useful when you're looking at a list of tickets; now you can identify the .assigned team at a glance

Z 2 TICKETS	
Ordered by Urgency DESC v grouped by None v	× 🗄 🔅
O selected	13
#1 Urgent issue! User <user@example.com> Department: Support Agent: Admin A</user@example.com>	Awaiting Agent 1
#2 Problem with order User2 <user2@example.net> Department: Support Agent: Agent: Agent Ger Agent Team: 24 1st Level Support</user2@example.net>	Awaiting Agent 1

.You can choose from hundreds of preloaded avatars, or upload your own

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.To set your team avatars, just go to **Admin > Agents > Teams**

مواضيع ذات صلة

New Feature: Better Search for Users • New Feature: Email Log Mass Actions • New Feature: Shift-Click To Open Tabs In Background • New Feature: Chat Search • New Feature: Department Avatars • New Feature: This Season's Designer Labels • New Feature: Even Better Automation • New Feature: Create Tasks Automatically • New Feature: Close Tabs in Bulk • New Feature: Primary Teams • DeskPRO Build #370 Released •