Noises for notifications for tickets or IM Collecting Feedback

- Orville Bailey
- **Име на форума:** #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.

Коментар (1)

Jonathan Brown

преди 10 години

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!