How do I disable keyboard shortcuts?

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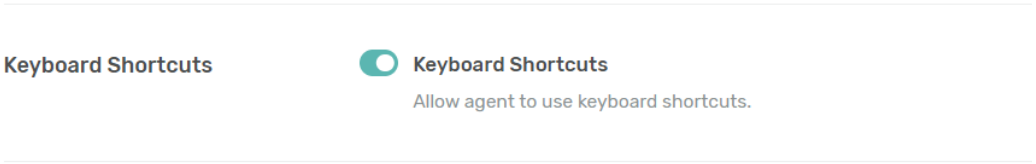
If you don't want Agents in your helpdesk to use the interface keyboard shortcuts (e.g. pressing T opens a new ticket if you are not typing into a text entry area), you can disable them. To do this, navigate to **Agents > Settings** and disable the **Keyboard Shortcuts** option to turn off shortcuts for all Agents.



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