Deskpro

Custom Fields for Agent Profile Collecting Feedback

- Stephan Koch
- **Όνομα φόρουμ:** #Feature Request

Add custom fields to the agent profile.

These should only be visible to individual agents and administrators - but not to their colleagues or users.

For example, this custom field could be used to store agent-specific API keys for external services.

Σχόλια (2)

Theresa Harbor

πριν από 3 χρόνια

This feature would also be helpful to us - we could store the name of the business unit each agent belongs to in a "hidden" field like this.

Jeroen van der Steen

πριν από 3 χρόνια

For us as well. We could use something similar to this to have agents mark themselves as 'away', allowing for triggers to unassign tickets when replies come in.