

<u>Nέα > Product > New Feature: Time for a Team Picture</u>

New Feature: Time for a Team Picture

2014-10-02 - Ben Henley - <u>Σχόλια (0)</u> - <u>Product</u>

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

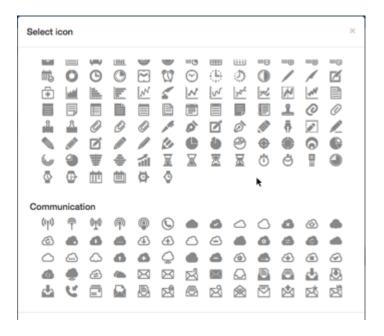
You can give each team its own avatar (identifying icon) that will be used throughout the agent interface.

Agent: Admin Admin	None v
Subject:	٩
Attach Snippets B I U	None
Attach Attach	Your Teams
	📈 Support Managers
	24 1st Level Support
	C 2nd Level Support

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

Ordered by Urgency DESC ▼ grouped by None ▼ ∷ ♣
O selected 13
#1 Urgent issue! Awaiting Agent 1 User <user@example.com> Department: Support Agent: Admin Admin</user@example.com>
Agent Team: Support Managers #2 Problem with order User2 <user2@example.net></user2@example.net>
Department: Support Agent: Agent: Agent Gent Agent Team: 24 1st Level Support

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



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

Σχετικό περιεχόμενο

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