

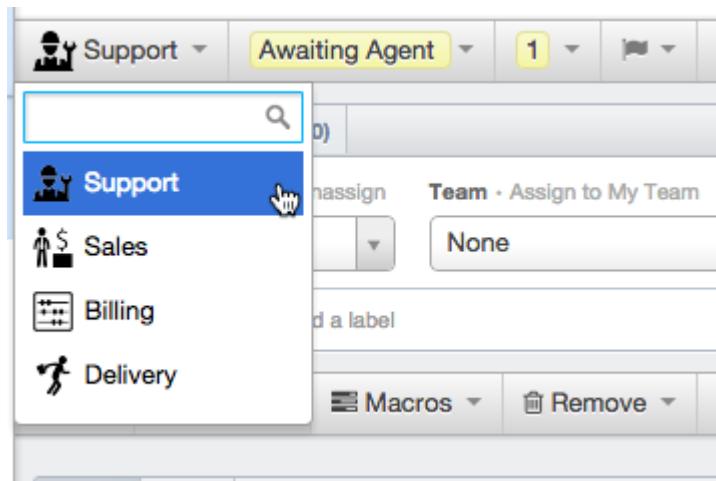


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New Feature: Department Avatars

2014-10-02 - Ben Henley - [Comments \(0\)](#) - [Product](#)

You can now distinguish your departments in the agent interface with **avatars**.

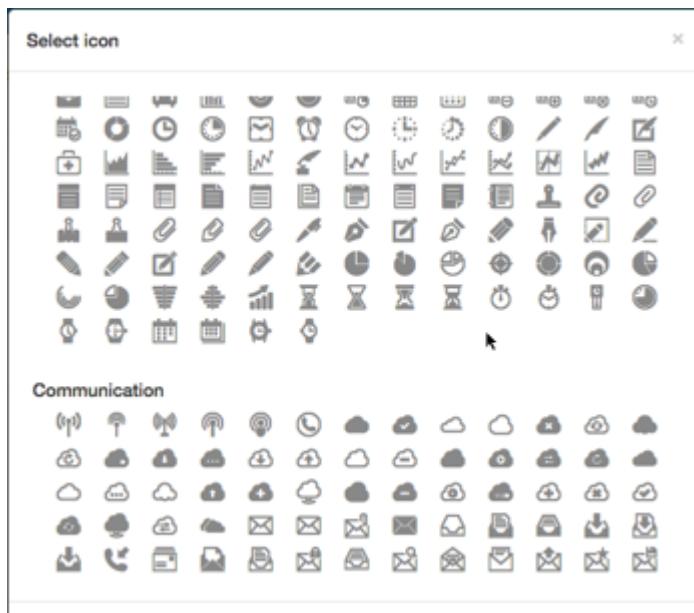


When you're browsing a list of tickets, avatars make it easy to distinguish the departments at a glance.

| Order | Subject | User | Department | Agent |
|-------|---------------------------------|---------------------------|------------|-------------|
| 1 | #1 Urgent issue! | User <user@example.com> | Support | Amelie Gent |
| 2 | #2 Brochure available? | User2 <user2@example.net> | Sales | Unassigned |
| 3 | #3 Missing package | User <user@example.com> | Delivery | Amelie Gent |
| 4 | #4 Quote including installation | | | |

To set up avatars for your departments, go to **Admin > Tickets > Departments**. You can also add them to your chat departments at **Admin > Chat > Departments**.

We've preloaded a selection of hundreds of icons for you to choose from, or you can upload your own.



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