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Admin capability to delete agent IM groups Collecting Feedback

- LV Lauren V
- **Forum name:** #Feature Request

I would like admins to have the ability to delete/modify Agent IM groups, even if another agent was the initial creator of the group.

Comment (1)

LV Lauren Velella

7 years ago

We have some Agent IM groups which were created by agents that are no longer with our company but I'm unable to delete these groups. Even if I log in as the agent, I am still not given the "trash can" option to delete the group. An admin should have the ability to delete a group.