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Enable Keyboard Shortcuts for individual agents Finished

- Douglas Martin
- **Forum name:** #Feature Request

Shortcut Keys have been problematic for many agents so I turned them off ... however some other agents are upset that they are not on. Can it be made so we can Enable/Disable the Keyboard shortcuts per agent?

Comments (5)

Kellie Patzer

3 years ago

Shortcut Keys ON/OFF would be more beneficial at the Agent-level (not at org-level). Half our team wants Shortcut Keys shut OFF. Other half wants them ON.

Please consider making Shortcut Keys ON/OFF decision connected to Agent-level.

Thanks!

Mark Edwards

3 years ago

This is very important for our organisation as well. Please enable PER agent.

L

3 years ago

+1

Marion Abramo

5 months ago

My team is asking for this.

Lara Proud

5 months ago

Agents have the ability to enable or disable Keyboard Shortcuts from their Agent Settings, please see our Agent Guide:

<https://support.deskpro.com/en-US/guides/agent-guide-1/keyboard-shortcuts>