Admin capability to delete agent IM groups Collecting Feedback

- 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)

Lauren Velella

5 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 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.