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Agent is not available for chats by default Finished

- Roland Kosarszky
- **Forum name:** #Feature Request

If there is an agent who only monitors other agents, or don't want to participate in chats at all, the only option is to turn off "Can chat with users" permission. Otherwise he needs to sign out of the chat every time he logs in to Deskpro.

But turning off "Can chat with users" completely disables the chat from the interface so he won't be able to view the chats.

As an "admin" i would like to monitor other agents including the chats, but don't want to be available for chats.

Comment (1)

Paul Davies

6 years ago

Hi Roland. It is possible for agents to either be given permissions for Live Chat as well as agents not being signed into live chat automatically in Deskpro. Best, Paul