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Custom Fields for Agent Profile Collecting Feedback

- SK Stephan Koch
- **Forum name:** #Feature Request

Add custom fields to the agent profile.

These should only be visible to individual agents and administrators - but not to their colleagues or users.

For example, this custom field could be used to store agent-specific API keys for external services.

Comment (1)

TH **Theresa Harbor**

1 month ago

This feature would also be helpful to us - we could store the name of the business unit each agent belongs to in a "hidden" field like this.