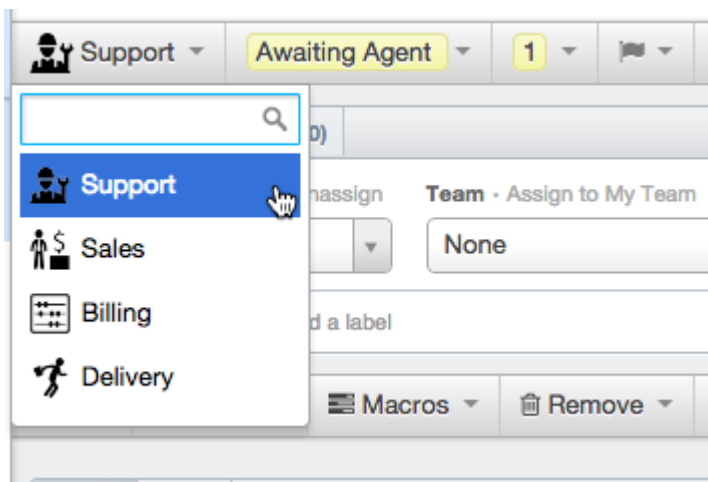


New Feature: Department Avatars

2014-10-02 - Ben Henley - 0 Comments - in Product

You can now distinguish your departments in the agent interface with **avatars**.



When you're browsing a list of tickets, avatars make it easy to distinguish the departments at a glance.

✉
6 TICKETS

Ordered by

Urgency desc
▼

grouped by

None
▼

0 selected

#1 Urgent issue!

User
<user@example.com>

Department:
Support

Agent:
Amelie Gent

#2 Brochure available?

User2
<user2@example.net>

Department:
Sales

Agent:
Unassigned

#3 Missing package

User
<user@example.com>

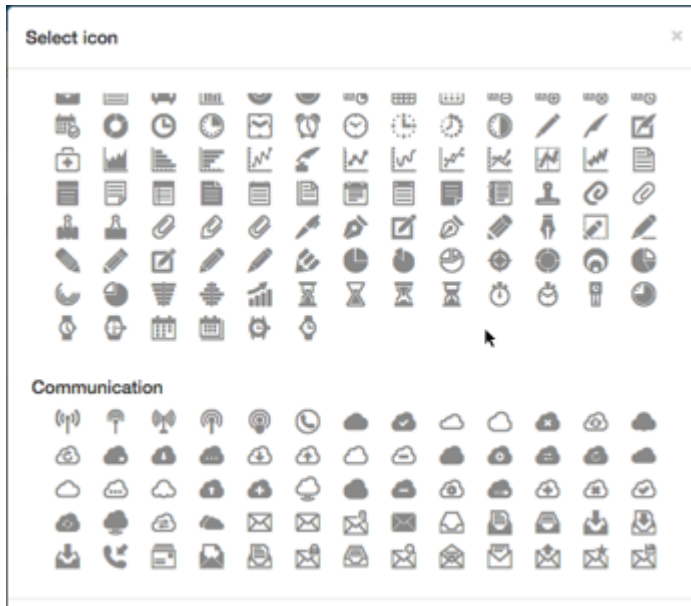
Department:
Delivery

Agent:
Amelie Gent

#4 Quote including installation

To set up avatars for your departments, go to **Admin > Tickets > Departments**. You can also add them to your chat departments at **Admin > Chat > Departments**.

We've preloaded a selection of hundreds of icons for you to choose from, or you can upload your own.



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