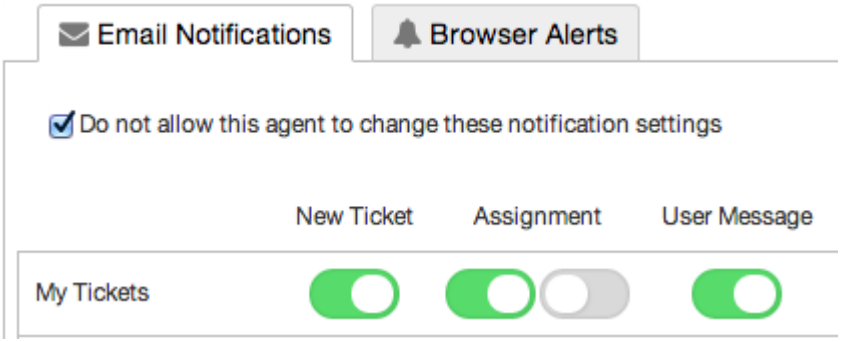
New Feature: More Control Over Agent Notifications

2014-08-28 - Ben Henley - Comments (0) - Product

Want to make sure that agents don't miss important tickets?

As an admin, you can change an agent's notification settings - but so can the agent. If you're troubled by agents turning off important notifications (or turning on everything and then complaining of email overload) you'll be pleased to hear we've added a new permission setting.



You can disable an agent's ability to change their notification settings from their profile in **Admin > Agents**, under the **Ticket Notifications** tab.

If you want to give your agents a break from notifications, you can also now disable them altogether from **Admin > Agents > Settings**.

