Agent Dashboard of important reports Collecting Feedback

- Gemma
- **Nombre del foro:** #Feature Request

It would be great if Agents who do not have the reports section, instead had visibility of a dashboard which summarises how well they are doing against themselves (how ever long ago). It could show how many incidents they have, how much time spent and amount of replies.

Comentario (1)

Paul Davies

6 years ago

Hi Gemma. We have been working on a new and improved reports interface. It is going to be released in the next few weeks. It will include the ability to change permissions on dashboards for agents, without the need for full admin reporting access.