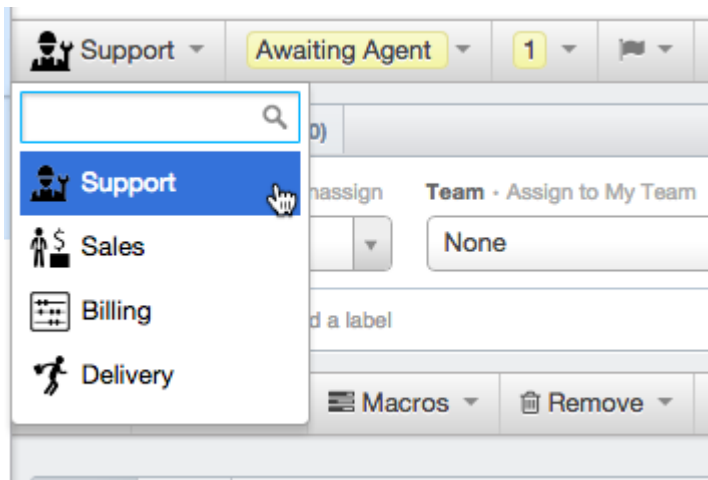


## New Feature: Department Avatars

2014-10-02 - Ben Henley - Comments (0) - 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

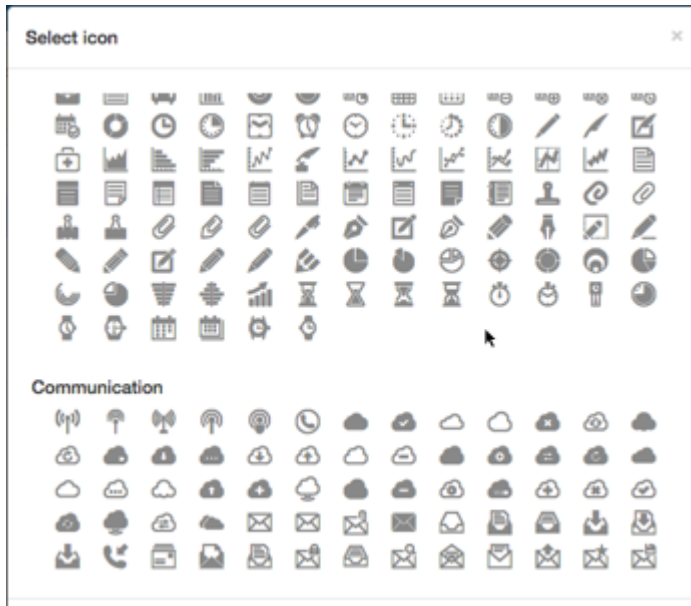
#2 **[Brochure available?](#)**  
 User2 <user2@example.net>  
 Department:  Sales Agent: Unassigned

#3 **[Missing package](#)**  
 User <user@example.com>  
 Department:  Delivery Agent:  Amelie Gent

#4 **[Quote including installation](#)**  
 User <user@example.com>

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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- [New Feature: Better Search for Users](#)
- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)
- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)

- [New Feature: This Season's Designer Labels](#)
- [New Feature: Even Better Automation](#)
- [New Feature: Create Tasks Automatically](#)
- [New Feature: Close Tabs in Bulk](#)
- [New Feature: Primary Teams](#)
- [DeskPRO Build #370 Released](#)