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Ability for Admin to remote logout agent Collecting Feedback

Lann Cowman •

Forum name: #Feature Request •

I would like a way to remotely log out an agent. I have had a couple situations where an agent forgets to logout at the end of their shift and as we are using the round robin feature .the ticket will still get assigned to that agent

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This would be very useful as we have agents that need to go on site and they forget to log .out, resulting in them having tickets assigned via the Round Robin