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Custom Fields for Agent Profile Collecting Feedback

Stephan Koch •

**Forum name:** #Feature Request •

.Add custom fields to the agent profile

These should only be visible to individual agents and administrators - but not to their .colleagues or users

For example, this custom field could be used to store agent-specific API keys for external .services

(Comments (2

**Theresa Harbor**

3 سال پیش

This feature would also be helpful to us - we could store the name of the business unit each .agent belongs to in a "hidden" field like this

**Jeroen van der Steen**

2 سال پیش

For us as well. We could use something similar to this to have agents mark themselves as . 'away', allowing for triggers to unassign tickets when replies come in