Enable Keyboard Shortcuts for individual agents Finished

Douglas Martin •

Forum name: #Feature Request •

Shortcut Keys have been problematic for many agents so I turned them off ... however some other agents are upset that they are not on. Can it be made so we can Enable/Disable the Keyboard shortcuts per agent?

(Comments (۵

Kellie Patzer

4 سال پیش

Shortcut Keys ON/OFF would be more beneficial at the Agent-level (not at org-level). Half our team wants Shortcut Keys shut OFF. Other half wants them ON. Please consider making Shortcut Keys ON/OFF decision connected to Agent-level. Thanks!

Mark Edwards

4 سال پیش

This is very important for our organisation as well. Please enable PER agent.

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3 سال پیش

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Marion Abramo

1 سال پیش

May team is asking for this.

Lara Proud

1 سال پیش

Agents have the ability to enable or disable Keyboard Shortcuts from their Agent Settings, please see our Agent Guide:

https://support.deskpro.com/en-US/guides/agent-guide-1/keyboard-shortcuts