



[Feature Request](#) > [Noises for notifications for tickets or IM](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Noises for notifications for tickets or IM Collecting Feedback

Orville Bailey •

**Forum name:** #Feature Request •

Feature that allows the user to turn on a visible; or Audible Notification - just like chat - when a ticket comes in. That would be super helpful

Especially for our help desk where the agents do many different tasks and are not always looking at the screen constantly

(Comment (1

**Jonathan Brown**

9 سال پیش

I would like to receive alerts for agent to agent chat messages. A sound would be nice, or an alert on the tab I have open, or even the desktop notification would be great! Thanks