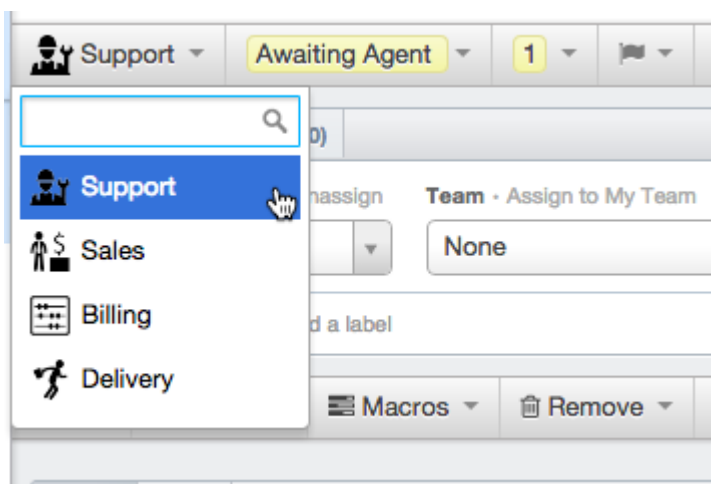


New Feature: Department Avatars

Ben Henley - Comment (1) - Product - 2014-10-02

.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>

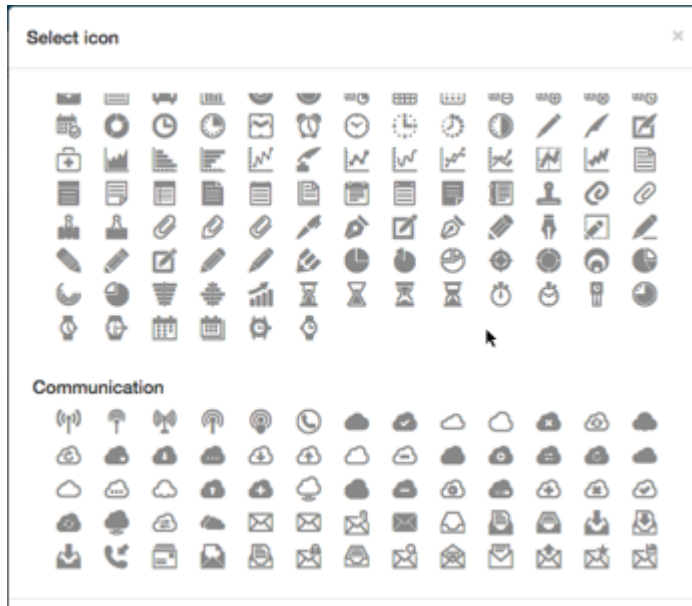
Department: Delivery
Agent: Amelie Gent

#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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