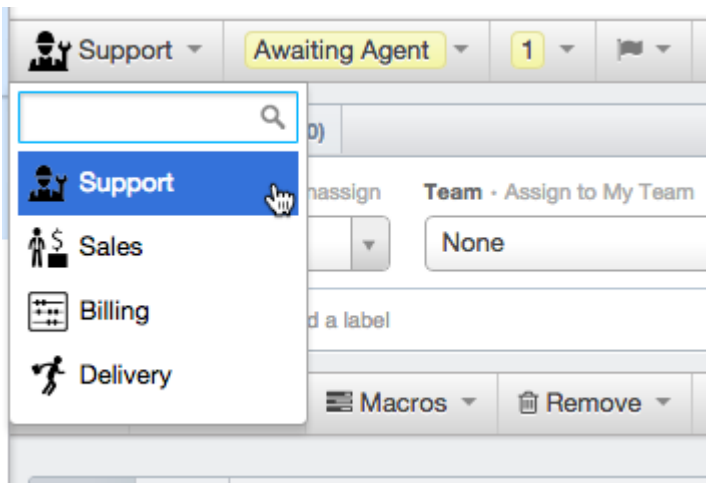


New Feature: Department Avatars

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

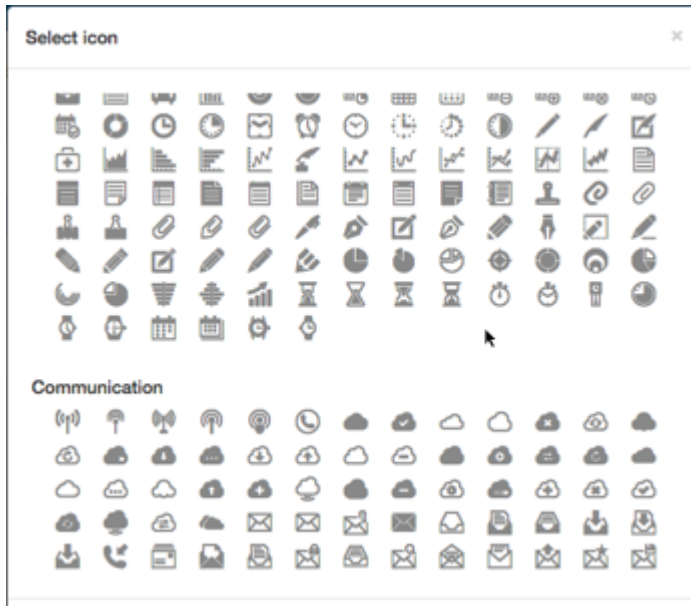
#2 **[Brochure available?](#)**
 User2 <user2@example.net>
 Department:  Sales Agent: Unassigned

#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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