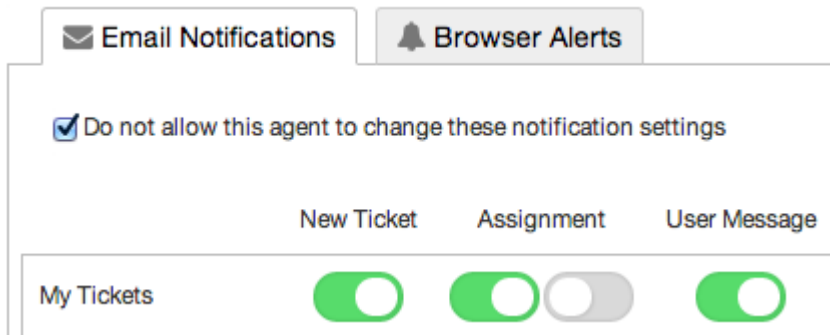


New Feature: More Control Over Agent Notifications

Ben Henley - Comment (1) - Product - 2014-08-28

?Want to make sure that agents don't miss important tickets

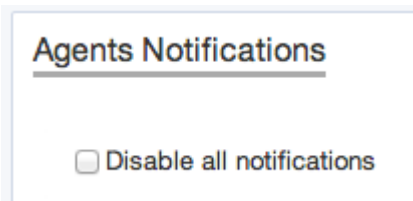
As an admin, you can change an agent's notification settings - but so can the agent. If you're troubled by agents turning off important notifications (or turning on everything and then complaining of email overload) you'll be pleased to hear we've added a new .permission setting



The screenshot shows a settings panel for an agent's notifications. It has two tabs: "Email Notifications" (active) and "Browser Alerts". Below the tabs is a checkbox labeled "Do not allow this agent to change these notification settings" which is checked. Underneath, there are three columns of notification types: "New Ticket", "Assignment", and "User Message". Below these columns is a row of toggle switches for "My Tickets". The "New Ticket" and "Assignment" toggles are turned on (green), while the "User Message" toggle is turned off (grey).

You can disable an agent's ability to change their notification settings from their profile in **.Admin > Agents**, under the **Ticket Notifications** tab

If you want to give your agents a break from notifications, you can also now disable them .altogether from **Admin > Agents > Settings**



The screenshot shows the "Agents Notifications" settings section. It features a checkbox labeled "Disable all notifications" which is currently unchecked.