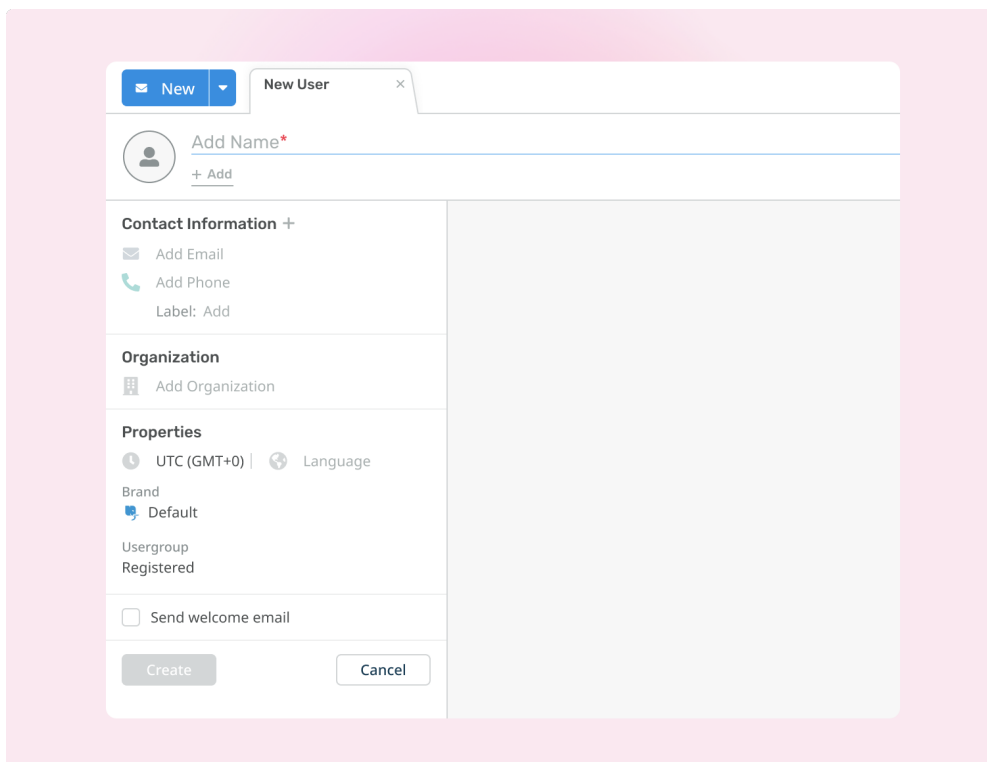


We have simplified creating user profiles

(Lara Proud - Comment (1) - Product (Agent) - 2023-05-15)

We have made it easier to create a new User profile via the **+ New** button by removing the .required contact information fields

By removing these fields, we have enabled you to create Users with no specific contact .details, so you can add as much or as little information as needed to their profile



The screenshot shows a 'New User' form with the following sections:

- Name:** Add Name* (with a '+' icon and '+ Add' button)
- Contact Information +**
 - Add Email
 - Add Phone
 - Label: Add
- Organization**
 - Add Organization
- Properties**
 - UTC (GMT+0) | Language
 - Brand: Default
 - Usergroup: Registered
- Send welcome email
- Create** and **Cancel** buttons

The purpose of this is to make it more convenient to quickly create a User in the helpdesk, even if you aren't currently aware of all their information. Which enables you to update .their profile later or fill in additional details about them as it becomes available