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Custom Links dropdown in top menu Collecting Feedback

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- **Forum name:** #Feature Request

I would like the ability to add custom links in a dropdown somewhere in the top section (where chat and notifications) are. Would like a global menu, and then department menus that "add" additional links if need based on agents permissions. Most support personal have many tools they need and the ability to provide them links directly to those tools mitigates the windows required to be open.