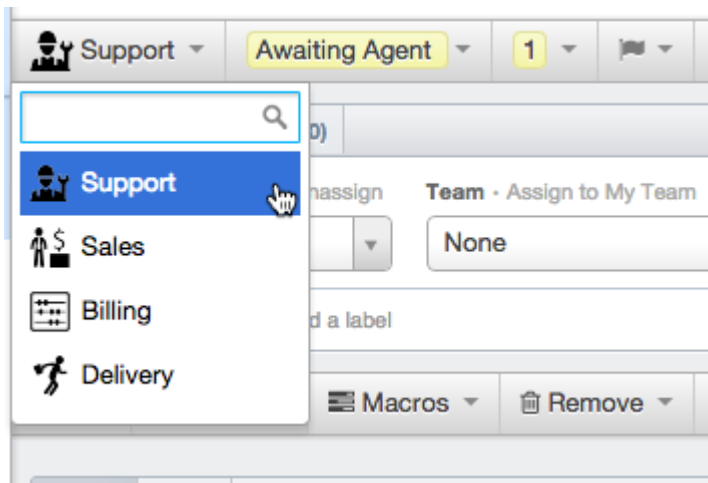


New Feature: Department Avatars

2014-10-02 - Ben Henley - Comments (0) - Product

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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- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)
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