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New Feature: More Control Over Agent Notifications

2014-08-28 - Ben Henley - [Comments \(0\)](#) - [Product](#)

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 with two tabs: "Email Notifications" (selected) 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 labeled "My Tickets" with four toggle switches. The first three switches (under "New Ticket", "Assignment", and "User Message") are turned on (green), and the fourth switch (under "My Tickets") 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 a settings panel titled "Agents Notifications". Below the title is a checkbox labeled "Disable all notifications" which is unchecked.