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Custom Fields for Agent Profile Collecting Feedback

- Stephan Koch
- **Forum name:** #Feature Request

Add custom fields to the agent profile.

These should only be visible to individual agents and administrators - but not to their colleagues or users.

For example, this custom field could be used to store agent-specific API keys for external services.

Comments (2)

**Theresa Harbor**

3 tahun yang lalu

This feature would also be helpful to us - we could store the name of the business unit each agent belongs to in a "hidden" field like this.

**Jeroen van der Steen**

3 tahun yang lalu

For us as well. We could use something similar to this to have agents mark themselves as 'away', allowing for triggers to unassign tickets when replies come in.