Custom Fields for Agent Profile Collecting Feedback

- SK Stephan Koch
- **フォーラム名**: #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)

TH **Theresa Harbor**
4年前
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.

JS **Jeroen van der Steen**
4年前
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.