



[ヘルプセンター](#) > [コミュニティ](#) > [Feature Request](#) > [Custom Fields for Agent Profile](#)

Custom Fields for Agent Profile Collecting Feedback

- 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)

Theresa Harbor

3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.

Jeroen van der Steen

3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.