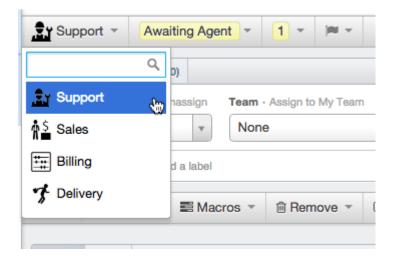


New Feature: Department Avatars

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.

| S 6 TICKETS |
|------------------------------------------------------------------------------------------------------------------------------------------------|
| Ordered by Urgency DESC v grouped by None v |
| O selected |
| #1 Urgent issue! User <user@example.com> Department: Y Support Agent: Amelie Gent</user@example.com> |
| ☐ #2 Brochure available? User2 <user2@example.net> Department: ∯≦ Sales Agent: Unassigned</user2@example.net> |
| #3 Missing package User <user@example.com> Department: * Delivery Agent: Amelie Gent</user@example.com> |
| #4 Quote including installation |

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.

| Select in | con | | | | | | | | | | | | × |
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関連コンテンツ

- <u>New Feature: Better Search for Users</u>
- <u>New Feature: Email Log Mass Actions</u>
- New Feature: Shift-Click To Open Tabs In Background
- <u>New Feature: Chat Search</u>
- <u>New Feature: Time for a Team Picture</u>
- <u>New Feature: This Season's Designer Labels</u>
- <u>New Feature: Even Better Automation</u>
- New Feature: Create Tasks Automatically
- <u>New Feature: Close Tabs in Bulk</u>
- <u>New Feature: Primary Teams</u>
- DeskPRO Build #370 Released