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Custom Fields for Agent Profile Collecting Feedback

- SK Stephan Koch
- 포럼 이름: #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.

댓글 (2)

TH Theresa Harbor

5년 전

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

5년 전

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.