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Send Agents notifications before their first login Finished

- Joe Davis
- **Forum name:** #Feature Request

Currently, it seems Agents in our system have to log into the Agent interface once before they will start receiving notifications. I'd prefer for notifications to be sent before their first login to help facilitate uptake of our helpdesk (it's too easy for them to ignore without notifications!)

Comments (2)

Chris Padfield

10 years ago

We have not been able to replicate this problem; agents do not need to login to receive notifications. Can you confirm you can reproduce this?

Joe Davis

10 years ago

Hi, Sorry for the delay. I've tried to reproduce this (#313.2), but email notifications are working correctly for new Agents. You can close the report Thanks, Joe