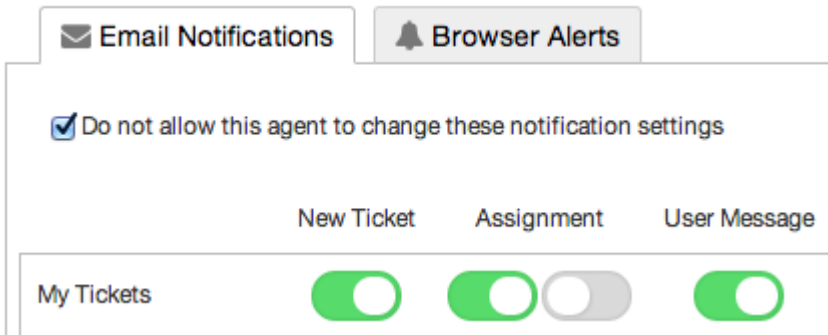


New Feature: More Control Over Agent Notifications

2014-08-28 - Ben Henley - Comments (0) - Product

Want to make sure that agents don't miss important tickets?

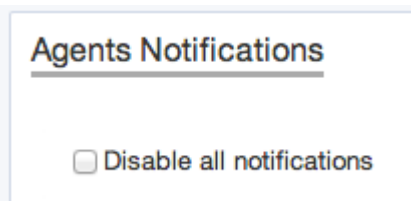
As an admin, you can change an agent's notification settings - but so can the agent. If you're troubled by agents turning off important notifications (or turning on everything and then complaining of email overload) you'll be pleased to hear we've added a new permission setting.



The screenshot shows a settings panel for an agent's notifications. At the top, there are two tabs: "Email Notifications" (selected) and "Browser Alerts". Below the tabs, there is a checkbox labeled "Do not allow this agent to change these notification settings" which is checked. Underneath, there are three columns of notification types: "New Ticket", "Assignment", and "User Message". Below these columns is a row labeled "My Tickets" with three toggle switches. The first two switches (under "New Ticket" and "Assignment") are turned on (green), and the third switch (under "User Message") is also turned on (green).

You can disable an agent's ability to change their notification settings from their profile in **Admin > Agents**, under the **Ticket Notifications** tab.

If you want to give your agents a break from notifications, you can also now disable them altogether from **Admin > Agents > Settings**.



The screenshot shows the "Agents Notifications" settings page. The title "Agents Notifications" is underlined. Below it, there is a checkbox labeled "Disable all notifications" which is currently unchecked.