

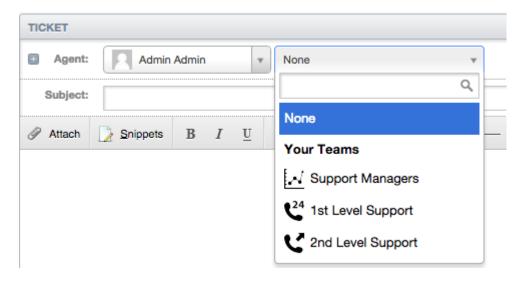
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New Feature: Time for a Team Picture

2014-10-02 - Ben Henley - Comments (0) - Product

DeskPRO already lets your agents have avatars: now we've added **avatars for agent teams** too.

You can give each team its own avatar (identifying icon) that will be used throughout the agent interface.



It's especially useful when you're looking at a list of tickets; now you can identify the assigned team at a glance.

| Z TICKETS | |
|--|------------------|
| Ordered by Urgency DESC v grouped by None v | × 🗄 🔅 |
| 0 selected | 13 |
| Urgent issue! | Awaiting Agent 1 |
| Department: Support Agent: Agent: Admin Admi | nin |
| User2 <user2@example.net></user2@example.net> | Awaiting Agent 1 |
| Department: Support Agent: Agent: Agent Gent Agent Team: 24 1st Level Support | nt |

You can choose from **hundreds of preloaded avatars**, or upload your own.

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To set your team avatars, just go to **Admin > Agents > Teams**.

Kontenut Relatat

- New Feature: Better Search for Users
- New Feature: Email Log Mass Actions
- New Feature: Shift-Click To Open Tabs In Background
- New Feature: Chat Search
- <u>New Feature: Department Avatars</u>
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- New Feature: Even Better Automation
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- New Feature: Close Tabs in Bulk
- New Feature: Primary Teams
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