Ability to use "Display Name' from AD as default agent name
Collecting Feedback

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- **Naam forum:** #Feature Request

When Active Directory synchronization is used, Display names/agent names are overwritten in Dekspro after each synchronization. We maintain our Active Directory with legal names in order to integrate with Human Resources, however, many people in the organization use different names to their First Name + Last Name combination. It would be great if the Agent name field could be mapped to First name + last name OR display name OR full name.