



[Hulpcentrum](#) > [Gemeenschap](#) > [Feature Request](#) > [Noises for notifications for tickets or IM](#)

## Noises for notifications for tickets or IM Collecting Feedback

- OB Orville Bailey
- **Naam forum:** #Feature Request

Feature that allows the user to turn on a visible; or Audible Notification - just like chat - when a ticket comes in. That would be super helpful.

Especially for our help desk where the agents do many different tasks and are not always looking at the screen constantly.

### Reactie (1)

JB **Jonathan Brown**

11 jaar geleden

I would like to receive alerts for agent to agent chat messages. A sound would be nice, or an alert on the tab I have open, or even the desktop notification would be great! Thanks!