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## Noises for notifications for tickets or IM Collecting Feedback

- OB Orville Bailey
- **Forum Navn':** #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.

### Kommentar (1)

JB **Jonathan Brown**

12 år siden

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!