



<u>Hjelpesenter</u> > <u>Samfunnet</u> > <u>Feature Request</u> > <u>Slack App</u> : <u>Voice Integration</u> Slack App : Voice Integration Report

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- Forum Navn': #Feature Request

It would be a fantastic feature to update agent's slack status through deskpro when they accept a call.

Putting their icon as a phone, and adding notes/ticket ID into their status as a comment.

Agent controls for automatically setting DND in slack would also be a useful feature related to this.