

<u>Aktualności</u> > <u>Product</u> > <u>New Feature: Time for a Team Picture</u>

## New Feature: Time for a Team Picture

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

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

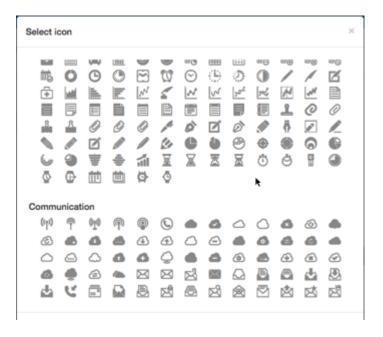
You can give each team its own avatar (identifying icon) that will be used throughout the agent interface.

TICKET	
Agent: Admin Admin	None v
Subject:	٩ –
Attach Snippets B I U	None
Attach Snippets B I U	Your Teams
	.√ Support Managers
	24 1st Level Support
	C 2nd Level Support

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

Ordered by Urgency DESC V grouped by None V 🗄 🔅	
O selected 13	
#1 Urgent issue! Awaiting Agent 1   User <user@example.com>   Department: Support Agent: Admin Admin   Agent Team: Support Managers</user@example.com>	
#2 Problem with order Awaiting Agent 1   User2 <user2@example.net>   Department: Support Agent: Amelie Gent   Agent Team: 24 1st Level Support</user2@example.net>	

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



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

## Powiązane

- <u>New Feature: Better Search for Users</u>
- New Feature: Email Log Mass Actions
- <u>New Feature: Shift-Click To Open Tabs In Background</u>
- New Feature: Chat Search
- <u>New Feature: Department Avatars</u>
- <u>New Feature: This Season's Designer Labels</u>
- <u>New Feature: Even Better Automation</u>
- New Feature: Create Tasks Automatically
- New Feature: Close Tabs in Bulk
- <u>New Feature: Primary Teams</u>
- DeskPRO Build #370 Released