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2022-10-04 - Lara Proud - Comments (0) - Product (Agent)

We are extending the use of our 'Active' Agent states by rolling the feature out across the entire helpdesk to increase internal visibility and make communication and collaboration in the helpdesk easier.

You can now see the active state for other Agents across the interface, indicated on their avatar by a green 'Active' or gray 'Inactive' marker.

Conversations	£×
QI	×
Active Agents Groups	
Ella Addington	33 mins
🐲 Henry Granger	56 mins
Nick Potts	2 hrs
Simon Frost	5 hrs
Neil Bridges	1 day
Lindsay Taylor	4 days

Previously, you could only see which Agents were online in the Agent IM app, but now you can see who is active across other areas of the helpdesk to help you find who is online easily and will be able to respond to you quickly.