



[Help Center](#) > [Spätná väzba](#) > [Feature Request](#) > [Allow admin to set agents offline for chat and voice](#)

Allow admin to set agents offline for chat and voice Collecting Feedback

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- **Forum name:** #Feature Request

Allow admins to set agents as offline for chat and voice.

E.g. an agent may forget to set themselves as offline when they leave their computer but stay logged into Deskpro. If an admin could mark them as offline, this would prevent them appearing as online for chats and calls.