Deskpro

Enable Keyboard Shortcuts for individual agents Finished

- Douglas Martin
- **Forum name:** #Feature Request

Shortcut Keys have been problematic for many agents so I turned them off ... however some other agents are upset that they are not on. Can it be made so we can Enable/Disable the Keyboard shortcuts per agent?

Comments (5)

Kellie Patzer

pred 4 rokmi

Shortcut Keys ON/OFF would be more beneficial at the Agent-level (not at org-level). Half our team wants Shortcut Keys shut OFF. Other half wants them ON. Please consider making Shortcut Keys ON/OFF decision connected to Agent-level. Thanks!

Mark Edwards

pred 4 rokmi

This is very important for our organisation as well. Please enable PER agent.

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pred 3 rokmi

+1

Marion Abramo

pred rokom

May team is asking for this.

Lara Proud

pred rokom

Agents have the ability to enable or disable Keyboard Shortcuts from their Agent Settings, please see our Agent Guide:

https://support.deskpro.com/en-US/guides/agent-guide-1/keyboard-shortcuts