

How do I disable keyboard shortcuts?

Sangeetha Lakshminarayana - 2023-06-30 - Comments (0) - Admin

If you don't want Agents in your helpdesk to use the interface keyboard shortcuts (e.g. pressing T opens a new ticket if you are not typing into a text entry area), you can disable them. To do this, navigate to **Agents > Settings** and disable the **Keyboard Shortcuts** option to turn off shortcuts for all Agents.



Tags

admin