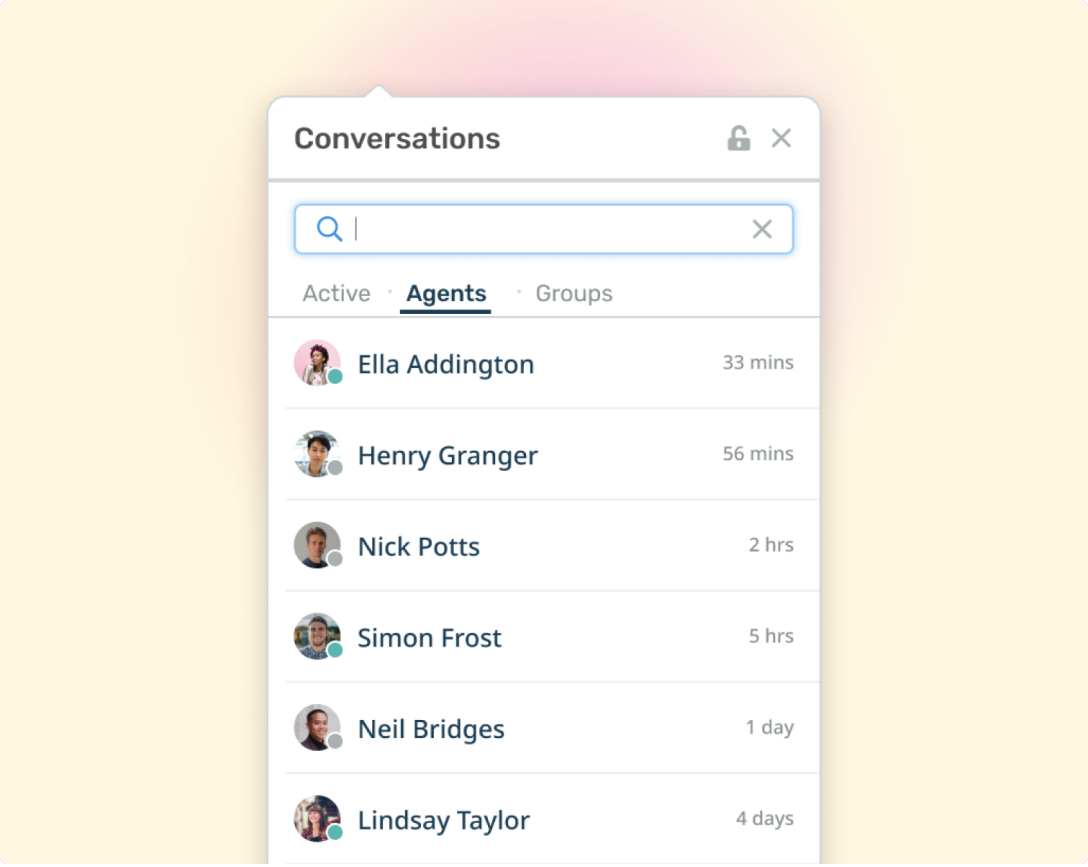
Active Status is now visible on Agent Avatars across the interface

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.



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.