variables for agents telephone number Collecting Feedback

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- **Forum name:** #Feature Request

I would like to use the agents telephone number in a snippet, so I can create a dynamic signature, where the agents data is inserted on execution.
currently there is only the eMail address available, but other fields like the telephone number are missing.

also an additional field would be nice, where the agent can set his/her position in the current organization, so it can be used in snippets too. maybe even configurable per department ("Sales" → "Sales Manager", "Support" → "Customer Care Agent")