

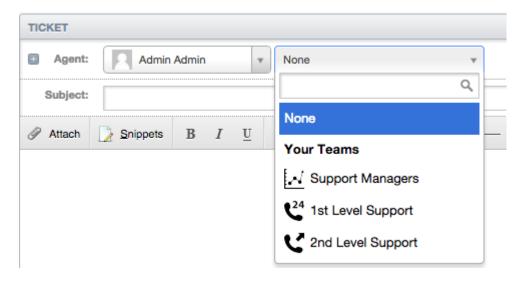
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## New Feature: Time for a Team Picture

2014-10-02 - Ben Henley - Comments (0) - Product

DeskPRO already lets your agents have avatars: now we've added **avatars for agent teams** too.

You can give each team its own avatar (identifying icon) that will be used throughout the agent interface.



It's especially useful when you're looking at a list of tickets; now you can identify the assigned team at a glance.

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Ordered by Urgency DESC v grouped by None v	× 🗄 🌣
0 selected	13
Urgent issue!	Awaiting Agent 1
Department: Support Agent: Agent: Admin Admi	nin
User2 <user2@example.net></user2@example.net>	Awaiting Agent 1
Department: Support Agent: Agent: Agent: Agent: Agent: Agent: Care   Agent Team: Care Care	nt

You can choose from **hundreds of preloaded avatars**, or upload your own.

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To set your team avatars, just go to **Admin > Agents > Teams**.

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- New Feature: Email Log Mass Actions
- New Feature: Shift-Click To Open Tabs In Background
- New Feature: Chat Search
- <u>New Feature: Department Avatars</u>
- New Feature: This Season's Designer Labels

- New Feature: Even Better Automation
- <u>New Feature: Create Tasks Automatically</u>
- New Feature: Close Tabs in Bulk
- New Feature: Primary Teams
- DeskPRO Build #370 Released