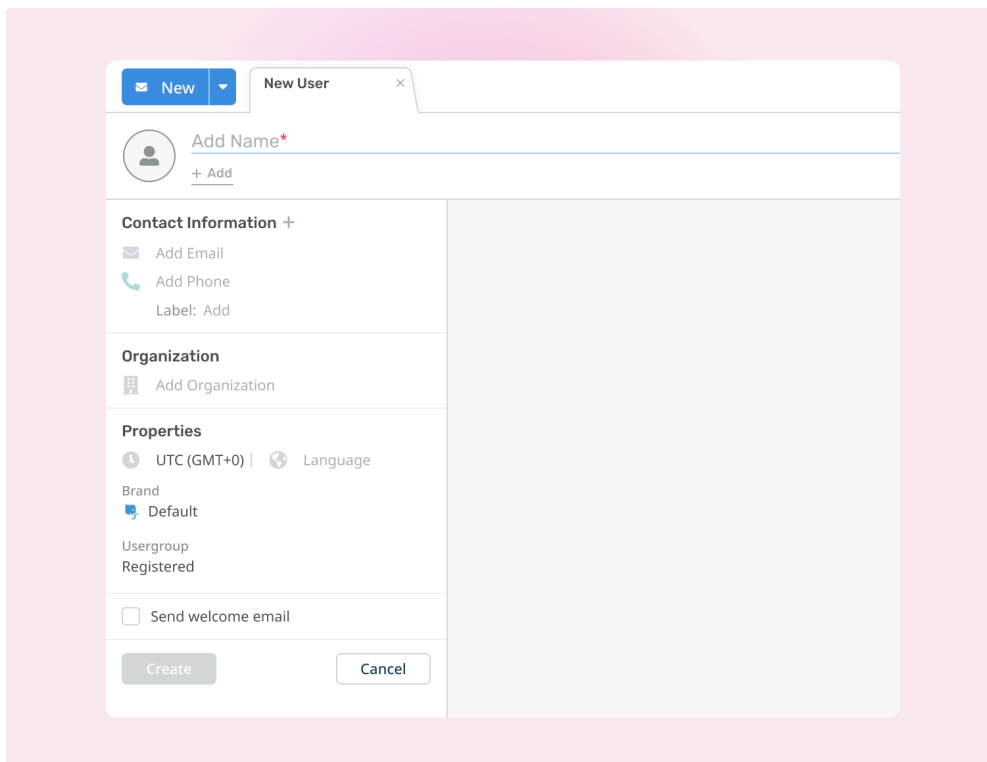


We have simplified creating user profiles

2023-05-15 - Lara Proud - Comments (0) - Product (Agent)

We have made it easier to create a new User profile via the **+ New** button by removing the required contact information fields.

By removing these fields, we have enabled you to create Users with no specific contact details, so you can add as much or as little information as needed to their profile.



The screenshot shows a 'New User' form with the following sections:

- Name:** A text input field with the placeholder 'Add Name*' and a '+ Add' button below it.
- Contact Information +:** A section containing 'Add Email', 'Add Phone', and 'Label: Add'.
- Organization:** A section containing 'Add Organization'.
- Properties:** A section containing 'UTC (GMT+0)' and 'Language' (with a globe icon), 'Brand' (set to 'Default'), 'Usergroup' (set to 'Registered'), and a checkbox for 'Send welcome email'.
- Buttons:** 'Create' and 'Cancel' buttons at the bottom.

The purpose of this is to make it more convenient to quickly create a User in the helpdesk, even if you aren't currently aware of all their information. Which enables you to update their profile later or fill in additional details about them as it becomes available.