Admin able to sign agents out of chat Under Review

- Lu Parente
- 论坛名称：#Feature Request

Prior to the major Deskpro upgrade, the system provided an admin with the ability to sign into the Admin Interface, select the Agents tab, and see which agents were signed into chat as well as log them off if necessary. The latest version no longer has this functionality. Being able to log off agents from chat, allows us to log off agents which have forgotten to sign off, it ensures that our chat closes off properly at the end of the business day, and it allows us to manage chat and chat agents more efficiently Thanks, Lu

Comments (1)

Christian

3 years ago

We have a rotation for those who respond to chats and being able to have an Admin log someone out of chat when they forget, would prove very useful.