

Personal Settings

Settings for the authenticated operator only. Access by hovering over the user icon in the top right of the screen and clicking "Personal Settings" in the dropdown that appears.

Setting Name	Description
First Name	Your first name.
Last Name	Your last name.
Email	Your email address. This email will receive notification settings and may be required if you need to reset in the future.
Country	Your country.
Language	Your language.
Timezone	Your timezone. Will convert all the times in the system to your timezone.
Avatar	You can upload an avatar which is used throughout the system for a gravatar on your email address if no avatar is set.

Setting Name	Description
Template	The template viewed when using the operator panel.
Template Mode	If the operator panel should be shown in light mode.
Results Per Page	The number of records that are shown in grids per page. Generally lead to better performance in loading the data.

Setting Name	Description
Ticket Reply Order	While you have the operator panel open, it will poll for new tickets and other operators logging in. These events can be sorted by the following options are available: <ul style="list-style-type: none">• System Default - The value set in the system settings.• Ascending - Latest message is last.• Descending - Latest message is first.

Default Ticket Filter	The ticket filter that is used when clicking the 'Main' button. The default value 'None' will show all non-resolved tickets.
Default Reply Options	Lets you set what reply options should be set by default for each ticket. The 'Send email to operator(s)' option is dependent on the 'Send email to Operators' setting in each department. These options are used when writing ticket notes.
Setting Name	Description
Email Notifications	<p>The events on which the system should email you. The following options are available:</p> <ul style="list-style-type: none"> • Tickets - Note that any tickets you watch will send you notifications regardless of this option. • Failed Operator Logins • New Comments • Operator Message
Display Notifications	<p>While you have the operator panel open, it will show you notifications for replies, mentions by other operators and private messages. If you can be shown as notifications, the following options are available:</p> <ul style="list-style-type: none"> • Browser Notifications - In-browser notifications. • Desktop Notifications - Notifications can be shown in a desktop window in minimised, requires enabling desktop notifications in your browser's URL. • None - No notifications at all.

Online URL: <https://docs.supportpro.vn/article/personal-settings-129.html>