Deskpro

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Additional Agent Trigger Criteria Under Review

Lauren Cumming •

• **اسم المنتدى:** #Feature Request

Basically you can apply a trigger when an agent changes in general, or changes to/from a specific agent. Ability to use the changes function but only when it is agent to agent and not unassigned to agent. There isn't a clear way to differentiate between the two scenarios at the moment.

تعليق (1)
James
منذ 6 سنوات
This would be really useful for automation of our helpdesk.