

[Feature Request](#) > [Apply triggers based on number of tickets assigned to an agent](#) < [مركز المساعدة](#) < [اقتراحات](#)

## **Apply triggers based on number of tickets assigned to an agent**

### **Collecting Feedback**

- r ruyan
- اسم المنتدى: # Feature Request

The idea is to inform the user when the agent is busy. ie. if the agent has 3 tickets in 'awaiting agent' status and a new fourth ticket comes in, to be send an email to the user and inform him that the agent is busy working on 3 tickets and the estimated waiting time is XX