Deskpro

Feature Request > Apply triggers based on number of tickets < اقتراحات < مركز المساعدة
assigned to an agent

Apply triggers based on number of tickets assigned to an agent Collecting Feedback

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- 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.