



مركز المساعدة > <u>Assign technicians based ticket categories</u> < مركز المساعدة

Assign technicians based ticket categories Archived

Ilya Pekshev •

• اسم المنتدى: #Feature Request

It would be nice to have an ability to assign tickets to technicians based on tech groups. I.e. i have different tricket categories and different support staff is responsible for handling them. I .can not assign<br/>
br /> cbr /> tickets to specific technician groups, either all or one or none