



مركز المساعدة > <u>Intelligent ticket assignment</u> < مركز المساعدة

Intelligent ticket assignment Report

- KG Kyle Griffin •
- اسم المنتدى: #Feature Request

I would like to see the system go through the round robin and see if that technician is currently on a call and skip them in the round robin. Also, it should assign tickets based on the bandwidth of the agent or the number of .current tickets