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Mark agent as absent / enter substitution for agent Report

Thorsten Breuer •

Feature Request# • اسم المنتدى:

We would like to mark an agent in Deskpro as absent or it should be possible to enter a substitution for an agent who will then automatically be assigned all tickets of another agent or at least automatically receive e-mails.

Currently, triggers can be maintained, but this is too time-consuming if an agent falls ill or is .on holiday. You have to maintain everything by hand

تعليقات (٢)

**Jeroen van der Steen**

منذ 3 سنوات

.I think this has been requested before but it is also important to us

**Peter Huber**

منذ 8 أشهر

We need this. We have about 40 agents and it is not cool, if the admin has to configure the trigger if someone gets ill oder is on holiday. No agent is able to do this for himself, e.g. if he .wants to go to a conference. Too much time to spend, to centralized to the admin