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Ticket Update Trigger Collecting Feedback

R Rafie •

اسم المنتدى: # Feature Request

We have a team of people working with Deskpro tickets and we created our own filters so Agents can only see the tickets they are working on. However we run into problems when an agent is out and a user replies to a ticket that he's assigned to - no one sees it and it's being ignored until the agent comes back

We'd like to be able to set a trigger that if an agent is signed out the tickets that he's assigned to and is in the awaiting agent stage should get unassigned with the ticket update

تعليق (1)

Zsolt Kiss

منذ 6 سنوات

Hello Rafi, We have a solution for this issue, if you are interested let me know, we help gladly, We use DeskProalso and faced the same problem. Drop me a mail to zsolt.kiss@rentit.hu