

I'm having trouble with the round robin working properly

Deskpro Legacy - تعليقات (٠) - Ben Henley - 2023-08-30

:Question

?I made a round robin but it doesn't seem to assign any tickets. What is happening

:Answer

When you make a round robin, it doesn't start assigning tickets on its own. Instead, a new action is made available from your helpdesk's triggers. You need to create a trigger that uses the round robin action to assign new tickets. See the [round robin documentation in the .admin manual](#) for details