

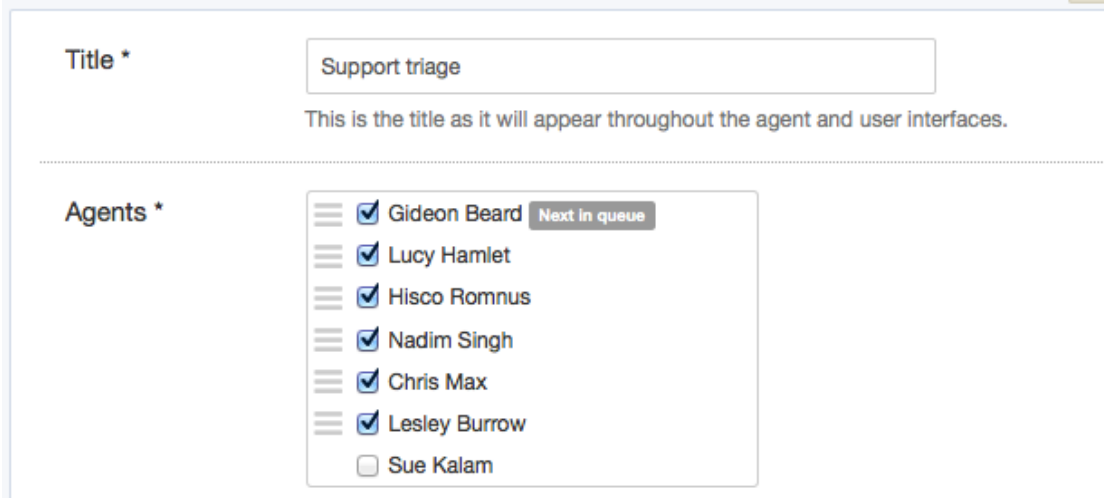
New Feature: Round Robins

[Product](#) - [تعليقات \(.\)](#) - Ben Henley - 2014-08-11

.When you're managing a busy helpdesk, sharing out the workload evenly can be vital

We've added support for 'round robin' assignment to DeskPRO's powerful automation system. Here's how it works: you define a queue of agents, and as tickets come in, each one is assigned to the next agent in the queue, until the end is reached and the round robin begins again with the first agent

Because you're assigning to individual agents, it's always clear who's responsible for each ticket; and because it's automatic, there's no time spent deciding who'll handle which issue



Title *

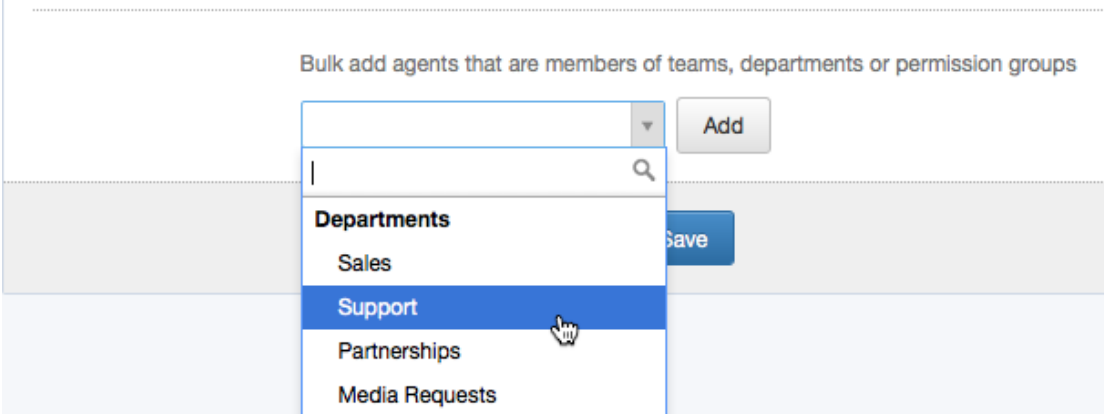
Support triage

This is the title as it will appear throughout the agent and user interfaces.

Agents *

- ☒ Gideon Beard Next in queue
- ☒ Lucy Hamlet
- ☒ Hisco Romnus
- ☒ Nadim Singh
- ☒ Chris Max
- ☒ Lesley Burrow
- ☐ Sue Kalam

.Setting up a round robin is fast and easy because you can bulk add agents



Bulk add agents that are members of teams, departments or permission groups

Search: |

Departments

- Sales
- Support**
- Partnerships
- Media Requests

Add

Save

You assign tickets to round robins using actions within the existing DeskPRO system of triggers, escalations and SLAs

If you only want to assign *some* tickets to the round robin, or you want to have multiple different queues, it's all configurable using straightforward but incredibly flexible business logic

Criteria ?

when

The following conditions are met:

Urgency<3

+ Criteria

or

The following conditions are met:

Department isMedia RequestsGeneral Contact

+ Criteria

Actions ?

then

The following actions will run:

Set Assigned Agent from Round RobinFront desk

+ Action

Front desk

Support triage

Troubleshooting

Chris Test

.You'll find this new feature under **Tickets > Round Robin** in the latest version of DeskPRO

- البطاقات
- [round-robin](#)