

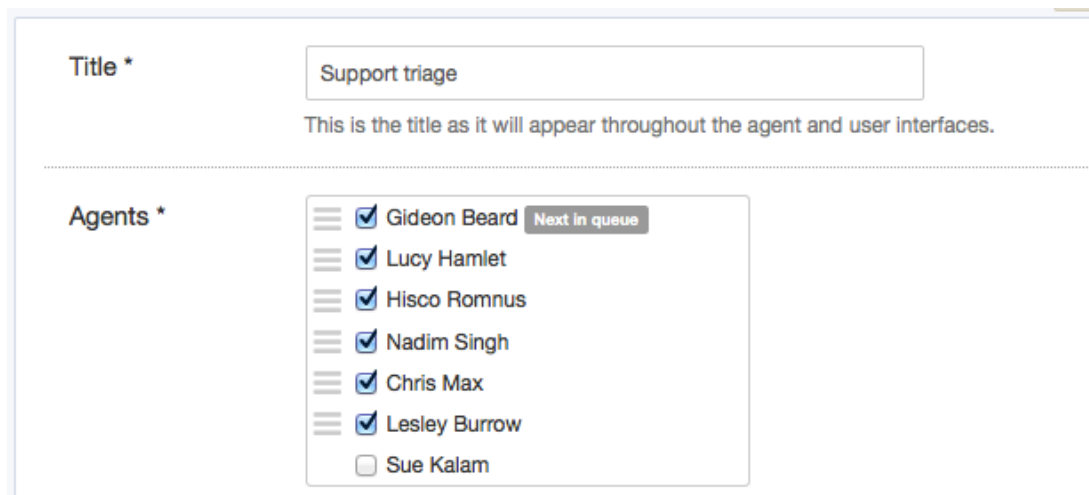
New Feature: Round Robins

Product - تعليقات (0) - Ben Henley - 2014-08-11

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

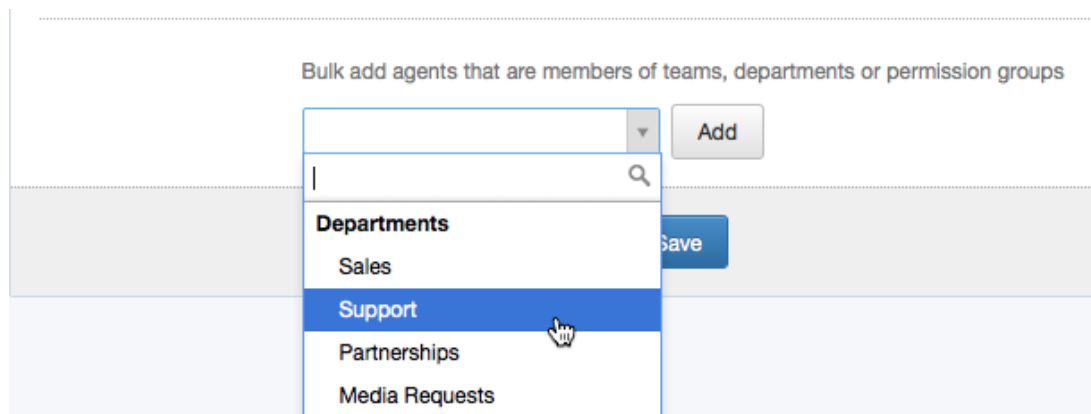
We've added support for 'round robin' assignment to DeskPRO's powerful automation system. Here's how it works: you define a queue of agents, and as tickets come in, each one is assigned to the next agent in the queue, until the end is reached and the round robin begins again with the first agent

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



Agents *
<input checked="" type="checkbox"/> Gideon Beard Next in queue
<input checked="" type="checkbox"/> Lucy Hamlet
<input checked="" type="checkbox"/> Hisco Romnus
<input checked="" type="checkbox"/> Nadim Singh
<input checked="" type="checkbox"/> Chris Max
<input checked="" type="checkbox"/> Lesley Burrow
<input type="checkbox"/> 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	Add
<input type="text"/>	<input type="button" value="Add"/>
Departments	<input type="button" value="Save"/>
Sales	
Support	
Partnerships	
Media Requests	

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

is

Media Requests

General Contact

Criteria

Actions ?

then

The following actions will run:

Set Assigned Agent from Round Robin

Front desk

Front desk

Support triage

Troubleshooting

Chris Test

Action

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

البطاقات
round-robin