Deskpro

Round Robin : only assign tickets to logged agents Finished

- Geraldine Menard
- **Име на форума:** #Feature Request

It would be useful that the Round Robin assign tickets only to logged agents to prevent assigning tickets to agents that could not solve them.

Коментар (1)

Chris

преди 9 години

This is now in place but it could be improved by having an 'Away from desk' button at the top of the user interface which could be used when the agent is in a meeting or on a call (to save them from logging in and out)