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Schedules Collecting Feedback

- Mark Niles
- **Enw'r Fforwm:** #Feature Request

It would be very helpful if you could setup Round Robin rotation schedules. This would allow agents to stay logged into the system (thus working current tickets), but not be assigned new tickets.

Use Case: Joe works on projects on Tues/Thur and therefore shouldn't receive new tickets, but still needs to respond to any existing tickets. We would then go into the scheduling and schedule Joe to only be in Round Robin queue for Mon, Wed, Fri.

Sylw (1)

Steve, Lam Hang

3 years ago

I agree this is also a nice feature to have that is lacking. Especially when an agent is on vacation. We also have summer half days and care days etc.