

How do I set up a Round Robin for Ticket Assignment?

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You can automatically assign incoming tickets to Agents in the helpdesk, which can be useful for large helpdesk as it makes it clear who is responsible for each ticket, instead of having agents assigned themselves. Assignment automations also saves time that would be spent deciding who will handle each issue.

Deskpro's Round Robin feature will automatically cycle through a list of agents and assign each of them in turn. To build automations in the helpdesk to assign tickets to Agents you will need to start by creating a Round Robin.

To create a Round Robin, go to **Business Rules > Round Robin** and click **+ New**.

You need to give your Round Robin a name, it's best to give it one that relates to the Agents it will be assigning tickets to i.e. Customer Support Round Robin.

There is the option to assign tickets to agents depending on their active or working status, change these with the toggles:

- **Only assign to agents that are online** - Enabling this will assign tickets only to agents who are logged into the Agent interface (online).
- **Only assign to agents that are working** - If you have created [Shifts](#) for your Agents, you can also choose if you want to assign tickets only to agents who are currently working (i.e. only those whose shift is in progress)

Then add the Agents you want to be associated with this Round Robin from the Search Bar:

You can also bulk-add all the agents from a Team, Department, or Permission Group. Bulk adding members of a team is a point-in-time action, i.e., this only adds the agents assigned to that team or department at that moment, so if a new agent is added to that team, they will not be automatically added to the Round Robin.