

## How does a Round Robin start assigning Tickets?

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If you've created a Round Robin, you should note that they do not automatically start assigning tickets, a Round Robin makes a new Action available in your Automation Rule Builders.

For example, to start assigning Tickets based on a Round Robin, you need to create a new helpdesk Trigger that uses the Round Robin in its actions.

To start using a Round Robin in a Trigger you will need to go to **Admin > Business Rules > Triggers**. For more information, you can check out the [Admin Guide](#).

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- [Creating Round Robins](#)