



[Hjælpecenter](#) > [Community](#) > [Feature Request](#) > [Customize Unassigned Definition](#)

Customize Unassigned Definition Collecting Feedback

- Roberto Rodriguez
- **Navn på forum:** #Feature Request

It would be good that the "Unassigned Tickets" would be customizable, so you could decide if Agent Team or Agent or both would decide if a ticket is unassigned or not.