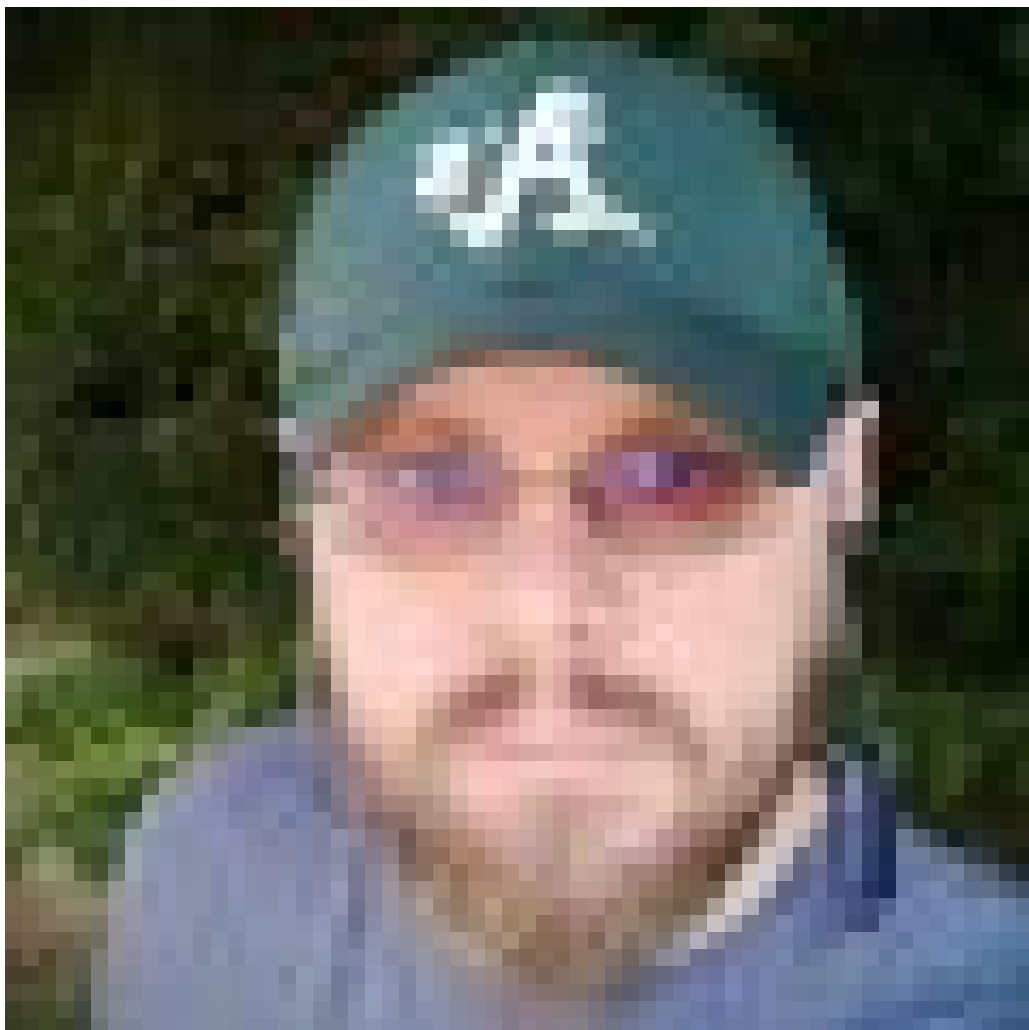




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Trigger rule by number of replies on a ticket Collecting Feedback



• Lukasz Rzanek

• **Navn på forum:** #Feature Request

I would like to be able to trigger an action when the number of replies exceeds certain number of replies. It's maybe not that interesting for the agent itself, but for a manager it might be in case that there is a huge number of replies without actually getting the ticket to be closed.