Report - Agent by team Collecting Feedback

- Razvan Draghici
- **Forenname:** #Feature Request

Is it possible to build an the Agent Team options for reports, as at the moment you cannot build a report that simply shows Agent in Agent Team?

Other table options are not practical as they only allow the primary agent team, or show too much ticket information, which is irrelevant.

Kommentar (1)

Kyle Oliveira

vor 5 Jahren

It would be useful to identify which agents are under a specific agent team in reports. There is no = link between agents (people) and agent teams. This could help with reporting breakdowns. I believe this is supported via API.