



<u>Hilfe-Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>To have trigger criteria based on agent online/offline status</u>

To have trigger criteria based on agent online/offline status Collecting Feedback

- Rafie
- Forenname: #Feature Request

The ability for a trigger's criteria to be 'if assigned agent is <online> THEN....'