More options for assigning missed calls & voicemails Collecting Feedback

- Jeff Hauman
- **Όνομα φόρουμ:** #Feature Request

Add options that allow the Missed call or voicemail to be assigned;

1. Set Brand

2. Assign to Agents listed in queue in Round Robin order, that are "Online"

Σχόλιο (1)

Jeff Hauman
πριν από 4 χρόνια
The feature to distribute voicemails in a "Round Robin" fashion the same as tickets (ie. emails) is handled by competing "helpdesk" cloud solutions. This request removes another barrier for those considering Deskpro when comparing features between cloud providers.