



 $\underline{\text{Kέντρο Eξυπηρέτησης}} > \underline{\text{Kοινότητα}} > \underline{\text{Feature Request}} > \underline{\text{Reporting for ignored calls on Voice}}$ Round Robin

Reporting for ignored calls on Voice Round Robin Collecting Feedback

- Brandon Skinner
- Όνομα φόρουμ: #Feature Request

Currently it's possible to pull data on missed calls but it isn't possible to view when agents ignore notifications from the round robin routing method and let the call skip to the next agent.

This would obviously be helpful for measuring agent proactivity.