



 $\underline{\text{Kέντρο Eξυπηρέτησης}} > \underline{\text{Kοινότητα}} > \underline{\text{Feature Request}} > \underline{\text{Trigger rule by number of replies on a ticket}}$

Trigger rule by number of replies on a ticket Collecting Feedback

- Lukasz Rzanek
- Όνομα φόρουμ: #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.