



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Intelligent ticket assignment</u>

Intelligent ticket assignment Report

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- Forum name: #Feature Request

I would like to see the system go through the round robin and see if that technician is currently on a call and skip them in the round robin. Also, it should assign tickets based on the bandwidth of the agent or the number of current tickets.