



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Reassign ticket if agent logs out](#)

## Reassign ticket if agent logs out Collecting Feedback

- SB Samuel Benoit
- **Forum name:** #Feature Request

It would be helpful if you could set up a ticket update trigger that ran when an agent logs out.

This could be used to pass the ticket to another agent, a round robin or a queue.