

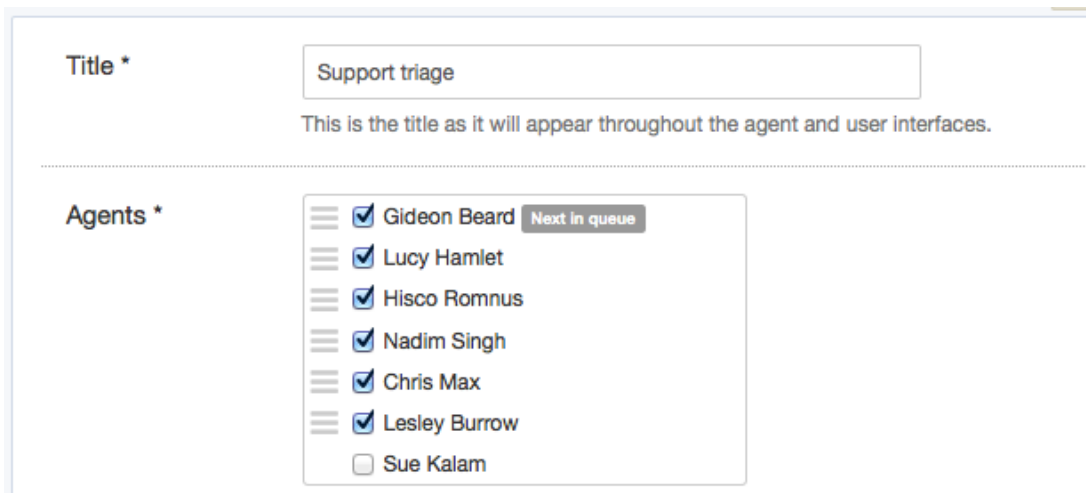
New Feature: Round Robins

2014-08-11 - Ben Henley - Comments (0) - Product

When you're managing a busy helpdesk, sharing out the workload evenly can be vital.

We've added support for 'round robin' assignment to DeskPRO's powerful automation system. Here's how it works: you define a queue of agents, and as tickets come in, each one is assigned to the next agent in the queue, until the end is reached and the round robin begins again with the first agent.

Because you're assigning to individual agents, it's always clear who's responsible for each ticket; and because it's automatic, there's no time spent deciding who'll handle which issue.



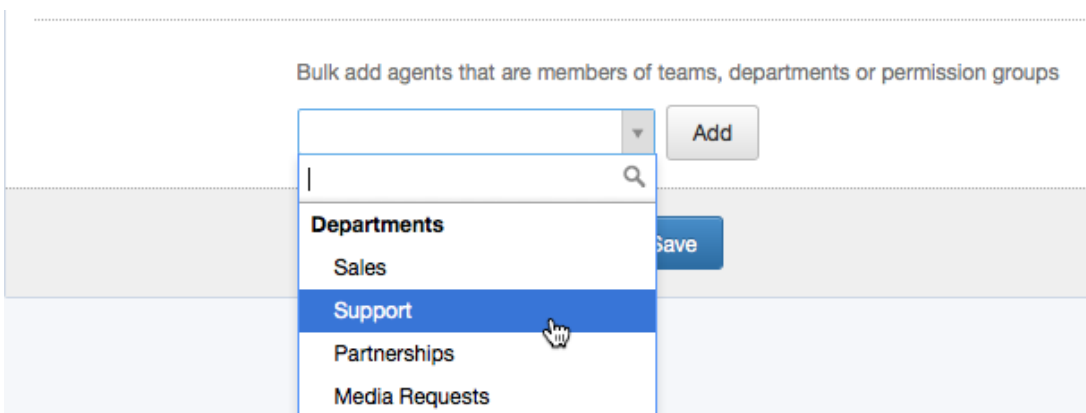
Title *

This is the title as it will appear throughout the agent and user interfaces.

Agents *

- Gideon Beard **Next in queue**
- Lucy Hamlet
- Hisco Romnus
- Nadim Singh
- Chris Max
- Lesley Burrow
- Sue Kalam

Setting up a round robin is fast and easy because you can bulk add agents.



Bulk add agents that are members of teams, departments or permission groups

Departments

- Sales
- Support**
- Partnerships
- Media Requests

You assign tickets to round robins using actions within the existing DeskPRO system of triggers, escalations and SLAs.

If you only want to assign *some* tickets to the round robin, or you want to have multiple different queues, it's all configurable using straightforward but incredibly flexible business logic.

The screenshot displays the configuration interface for a round robin in DeskPRO, divided into two main sections: **Criteria** and **Actions**.

Criteria Section:

- when** (The following conditions are met):
 - Urgency < 3
 - Criteria button (+ Criteria)
- or** (The following conditions are met):
 - Department is [Media Requests, General Contact]
 - Criteria button (+ Criteria)

Actions Section:

- then** (The following actions will run):
 - Action: Set Assigned Agent from Round Robin
 - Dropdown menu: Front desk (selected), Support triage, Troubleshooting, Chris Test
 - Action button (+ Action)

You'll find this new feature under **Tickets > Round Robin** in the latest version of DeskPRO.

Tags
round-robin