Round Robin Ticket Assignment Finished

- CB Clint Broadhead
- **Forum name:** #Feature Request

This can go hand in hand with feature request (https://support.deskpro.com/feedback/view/74-agent-on-vacation-setting-for-agents)

 Would love a simple system, if the agent is not on vacation they are receiving tickets via round robin. I have found my team works more efficiently when issue ownership is involved. When you put a agents face on a ticket, they are more likely to quickly get the ticket addressed, rather than a ticket with no face in the unassigned bucket. Not to mention, with larger helpdesk teams it is important every agent pulls their weight, round robin is a great way to ensure fair ticket distribution.

Comment (1)

Chris Padfield
11 years ago
This feature has been released.