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How does a Round Robin start assigning Tickets?

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Implementing a Round Robin system for ticket assignment can streamline your team's workflows to ensure an equitable distribution of tasks among agents. However, it's important to note that a Round Robin does not automatically begin assigning tickets upon creation. Instead, it provides a new action option within your automation. Here's how to start assigning tickets based on a Round Robin:

Setting Up Round Robin Ticket Assignment

Create a help desk Trigger: To enable the Round Robin system for ticket assignments, you need to create a new help desk trigger that incorporates the Round Robin action. This process ensures that tickets are distributed according to the Round Robin logic.

To access the Trigger Configuration, navigate to Admin > Business Rules > Triggers.

Create a new trigger and select the Round Robin action as part of the trigger's configuration.

For more detail on configuration, refer to the <u>Admin Guide</u>. It provides comprehensive guidance on setting up and optimizing your Round Robin system.

By following these steps, you can effectively implement a Round Robin ticket assignment system that enhances efficiency and balances the workload among your team members.

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• Creating Round Robins