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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.

The screenshot shows a configuration form for a round robin queue. At the top, there is a 'Title *' field with the value 'Support triage'. Below this, a note states: 'This is the title as it will appear throughout the agent and user interfaces.' The main section is labeled 'Agents *' and contains a list of agents with checkboxes. The agents listed are: Gideon Beard (checked, with a 'Next in queue' badge), Lucy Hamlet (checked), Hisco Romnus (checked), Nadim Singh (checked), Chris Max (checked), Lesley Burrow (checked), and Sue Kalam (unchecked). Each agent name has a small menu icon to its left.

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

The screenshot shows the 'Bulk add agents' section of the configuration interface. It features a text input field with a search icon, an 'Add' button, and a 'Save' button. Below the input field, a dropdown menu is open, displaying a list of departments: Sales, Support (highlighted with a mouse cursor), Partnerships, and Media Requests. The header of the dropdown is 'Departments'.

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.

Criteria ?

when

The following conditions are met:

Urgency<▼3

+ Criteria

or

The following conditions are met:

Departmentis▼

Media Requests

General Contact

+ Criteria

Actions ?

then

The following actions will run:

Set Assigned Agent from Round RobinFront desk▼

+ Action

Front desk

Support triage

Troubleshooting

Chris Test

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

- Tags
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