Add "Unassigned" to "Set Agent" within Macros Collecting Feedback

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- **Forum name:** #Feature Request

I would like the option to set a tickets agent to "Unassigned" when using macros.This will allow me to assign a ticket to a different department and let them decide who is assigned to the ticket. Example: Department A receives ticket and Agent A assigns ticket to their self. After working the ticket Agent A has found that the work required in the ticket need Department B's involvement, there are 4 people in Department B and they all do the same job. Agent A has a macro set up to Set Dept: Dept B, Set Agent Team: Dept B, Set Agent: Unassigned. Department B now has the ticket in their unassigned bucket and can now go through their departments processes of who picks up the ticket and begins work.

Comment (1)

robert

7 years ago

This would be very helpful for our ticket management as well.