



[Help Center](#) > [Community](#) > [Feature Request](#) > [Additional Agent Trigger Criteria](#)

Additional Agent Trigger Criteria Under Review

- Lauren Cumming
- **Forum name:** #Feature Request

Basically you can apply a trigger when an agent changes in general, or changes to/from a specific agent. Ability to use the changes function but only when it is agent to agent and not unassigned to agent. There isn't a clear way to differentiate between the two scenarios at the moment.

Comment (1)

James

5 years ago

This would be really useful for automation of our helpdesk.