



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Customize Unassigned Definition</u> Customize Unassigned Definition Collecting Feedback

- Roberto Rodriguez
- Forum name: #Feature Request

It would be good that the "Unassigned Tickets" would be customizable, so you could decide if Agent Team or Agent or both would decide if a ticket is unassigned or not.