# Triggers and Escalations based on Assigned Agent properties Collecting Feedback

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- **Forum name:** #Feature Request

It would be nice to be able to apply triggers and/or escalations based on properties of the assigned agent (such as Labels). This would be an easy way to automate certain tasks based on custom agent preferences. This functionality would also allow creating a New Reply Trigger that unassigns tickets that get a new reply if the agent is marked as "out-of-office".