

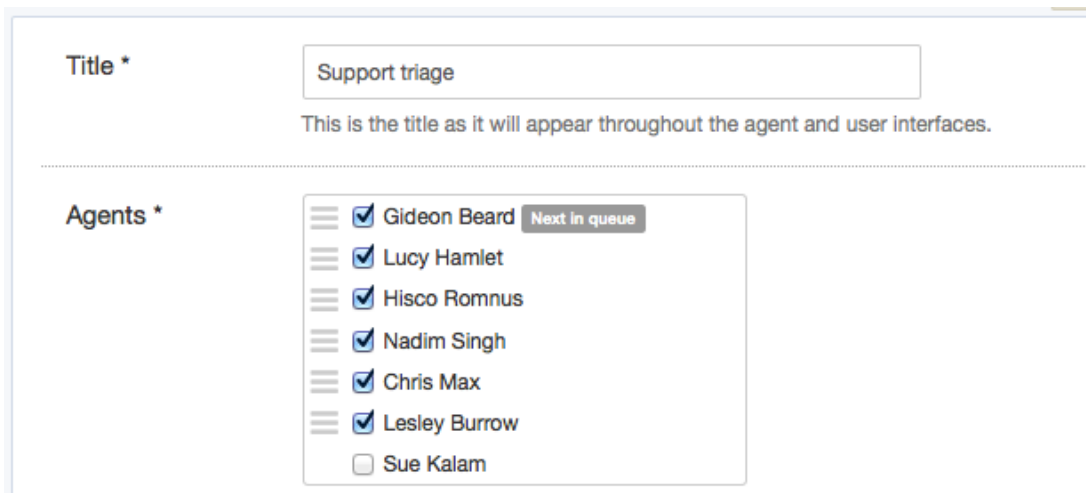
New Feature: Round Robins

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.

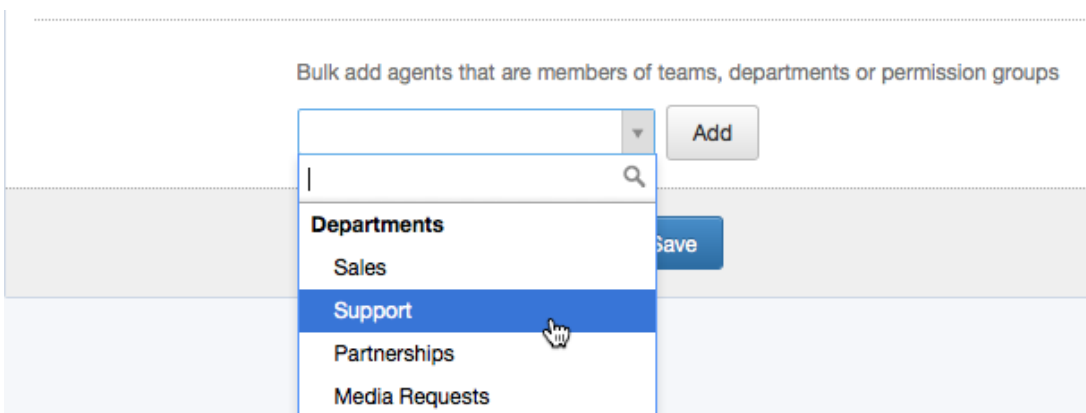
Because you're assigning to individual agents, it's always clear who's responsible for each ticket; and because it's automatic, there's no time spent deciding who'll handle which issue.



The screenshot shows a configuration form for a round robin queue. The 'Title' field is labeled 'Support triage'. Below it, a note states: 'This is the title as it will appear throughout the agent and user interfaces.' The 'Agents' section contains a list of agents with checkboxes and a 'Next in queue' label for the first agent.

Agent	Selected	Next in queue
Gideon Beard	<input checked="" type="checkbox"/>	Yes
Lucy Hamlet	<input checked="" type="checkbox"/>	No
Hisco Romnus	<input checked="" type="checkbox"/>	No
Nadim Singh	<input checked="" type="checkbox"/>	No
Chris Max	<input checked="" type="checkbox"/>	No
Lesley Burrow	<input checked="" type="checkbox"/>	No
Sue Kalam	<input type="checkbox"/>	No

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



The screenshot shows the 'Bulk add agents' interface. The title is 'Bulk add agents that are members of teams, departments or permission groups'. There is a search input field with a magnifying glass icon and an 'Add' button. A dropdown menu is open, showing a list of departments: Sales, Support (highlighted), Partnerships, and Media Requests. A 'Save' button is visible to the right of the dropdown.

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.

The screenshot displays the configuration interface for a round robin in DeskPRO, divided into two main sections: **Criteria** and **Actions**.

Criteria Section:

- when** (The following conditions are met):
 - Urgency < 3
 - Criteria button (+ Criteria)
- or** (The following conditions are met):
 - Department is [Media Requests, General Contact]
 - Criteria button (+ Criteria)

Actions Section:

- then** (The following actions will run):
 - Action: Set Assigned Agent from Round Robin
 - Dropdown menu: Front desk (selected), Support triage, Troubleshooting, Chris Test
 - Action button (+ Action)

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

Tags
round-robin