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Additional Agent Trigger Criteria Under Review

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**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**

6 سال پیش

.This would be really useful for automation of our helpdesk