Deskpro

Load-balanced ticket distribution Collecting Feedback

Steve Miller •

Forum name: #Feature Request •

The Round Robin ticket distribution is a good start, but it falls short when you have team members that take a lot of phone calls and create tickets on their own. It would be great to have some sort of automatic ticket distribution algorithm that takes into account how many tickets a person in a department/team already has or has closed within a given period. Even more simplistically, perhaps a weighted algorithm that assigns tickets to those who have the fewest open tickets.

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Please consider a load balancing feature for sharing tickets equally between Agents in teams