



[Feature Request](#) > [Load-balanced ticket distribution](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

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

(Comment (1

**Steve, Lam Hang**

5 سال پیش

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