



 $\underline{\text{Feature Request}} > \underline{\text{Reassign ticket if agent logs out}} < \underline{\text{Help Center}}$

Reassign ticket if agent logs out Collecting Feedback

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Forum name: #Feature Request •

.It would be helpful if you could set up a ticket update trigger that ran when an agent logs out

.This could be used to pass the ticket to another agent, a round robin or a queue