



[Feature Request](#) > [Schedules](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Schedules Collecting Feedback

Mark Niles •

Forum name: #Feature Request •

It would be very helpful if you could setup Round Robin rotation schedules. This would allow agents to stay logged into the system (thus working current tickets), but not be assigned new tickets.

Use Case: Joe works on projects on Tues/Thur and therefore shouldn't receive new tickets, but still needs to respond to any existing tickets. We would then go into the scheduling and .schedule Joe to only be in Round Robin queue for Mon, Wed, Fri

(Comment (1

Steve, Lam Hang

3 سال پیش

I agree this is also a nice feature to have that is lacking. Especially when an agent is on .vacation. We also have summer half days and care days etc