Deskpro

Ticket Update Trigger Collecting Feedback

Rafie •

Forum name: #Feature Request •

We have a team of people working with Deskpro tickets and we created our own filters so Agents can only see the tickets they are working on. However we run into problems when an agent is out and a user replies to a ticket that he's assigned to - no one sees it and it's being ignored until the agent comes back.

We'd like to be able to set a trigger that if an agent is signed out the tickets that he's assigned to and is in the awaiting agent stage should get unassigned with the ticket update.

(Comment (1

Zsolt Kiss

5 سال پیش

Hello Rafi, We have a solution for this issue, if you are interested let me know, we help gladly, We use DeskProalso and faced the same problem. Drop me a mail to zsolt.kiss@rentit.hu