

New Feature: Round Robins For Online Agents Only

Ben Henley - Comment (1) - Product - 2015-05-06

We're excited to announce a much-requested improvement for our customers who use Deskpro's round robin feature

If you're not using [round robins](#) yet, they're an automatic way to assign incoming tickets evenly to a list of agents. That way, each ticket is assigned to an agent as soon as it comes in, and there's no temptation to 'cherrypick' the easy tickets

As a lot of you have pointed out, round robins would be better if they only assigned tickets to agents on the list who are logged in. So that's exactly what we've done

Title *

This is the title as it will appear throughout the agent and user interfaces.

Online Only?

Only Assign to Agents that are Online

Agents *

<input checked="" type="checkbox"/>	AI Booker
<input checked="" type="checkbox"/>	Hayle P Fuller Next in queue 📍 online
<input type="checkbox"/>	Ender Mann
<input type="checkbox"/>	Kylie Burnham

Of course, if you want round robins to work as they did before, you don't have to enable this option. You can even set it independently for each round robin list you have

You'll find this option in **Tickets > Round Robin** once your helpdesk has been updated to the latest version. On Deskpro Download, you'll need to update from the admin interface as usual. Cloud customers, we'll roll this out to you soon