Deskpro

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:

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.