



[Centre d'aide](#) > [Communauté](#) > [Feature Request](#) > [Apply triggers based on number of tickets assigned to an agent](#)

## **Apply triggers based on number of tickets assigned to an agent Collecting Feedback**

- r ruyan
- **Nom du forum:** #Feature Request

The idea is to inform the user when the agent is busy. ie. if the agent has 3 tickets in 'awaiting agent' status and a new fourth ticket comes in, to be send an email to the user and inform him that the agent is busy working on 3 tickets and the estimated waiting time is XX.