I'm having trouble with the round robin working properly

Ben Henley - 2023-08-30 - Comments (0) - Deskpro Legacy

Question:

I made a round robin but it doesn't seem to assign any tickets. What is happening?

Answer:

When you make a round robin, it doesn't start assigning tickets on its own. Instead, a new action is made available from your helpdesk's triggers. You need to create a trigger that uses the round robin action to assign new tickets. See the round robin documentation in the admin manual for details.