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Additional Agent Trigger Criteria Under Review



- Lauren Cumming
  - **Forum name:** #Feature Request

Basically you can apply a trigger when an agent changes in general, or changes to/from a specific agent. Ability to use the changes function but only when it is agent to agent and not unassigned to agent. There isn't a clear way to differentiate between the two scenarios at the moment.

Comment (1)



**James**

6 years ago

This would be really useful for automation of our helpdesk.