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Additional Agent Trigger Criteria Under Review

• Lauren Cumming

• Fórum neve: #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.

(1) megjegyzés

J James

7 éve

This would be really useful for automation of our helpdesk.