Deskpro

Automatic transfer of chat transcript to an specific agent's ticket pool or email Collecting Feedback

- Jean-Francois Landry
- **Fórum neve:** #Feature Request

Hello,  I work at Leddartech (leddartech.com) and we use Deskpro as our main support tool. A lot of new/potential customers contact us trough chat to ask technical questions and even inquire about pricing or other sales questions. At the moment, we need to manually transfer the transcripts to out agent responsible for sales, wich might seem like a minimal task but, as business is booming here, every click of the mouse counts at the end of the day! It would be really helpful if we could automaticly assign chat ticket to that agent! Thanks, you guys are great!