Deskpro

Load-balanced ticket distribution Collecting Feedback

- Steve Miller
- **Fórum neve:** #Feature Request

The Round Robin ticket distribution is a good start, but it falls short when you have team members that take a lot of phone calls and create tickets on their own. It would be great to have some sort of automatic ticket distribution algorithm that takes into account how many tickets a person in a department/team already has or has closed within a given period. Even more simplistically, perhaps a weighted algorithm that assigns tickets to those who have the fewest open tickets.

(1) megjegyzés

Steve, Lam Hang

6 éve

Please consider a load balancing feature for sharing tickets equally between Agents in teams