

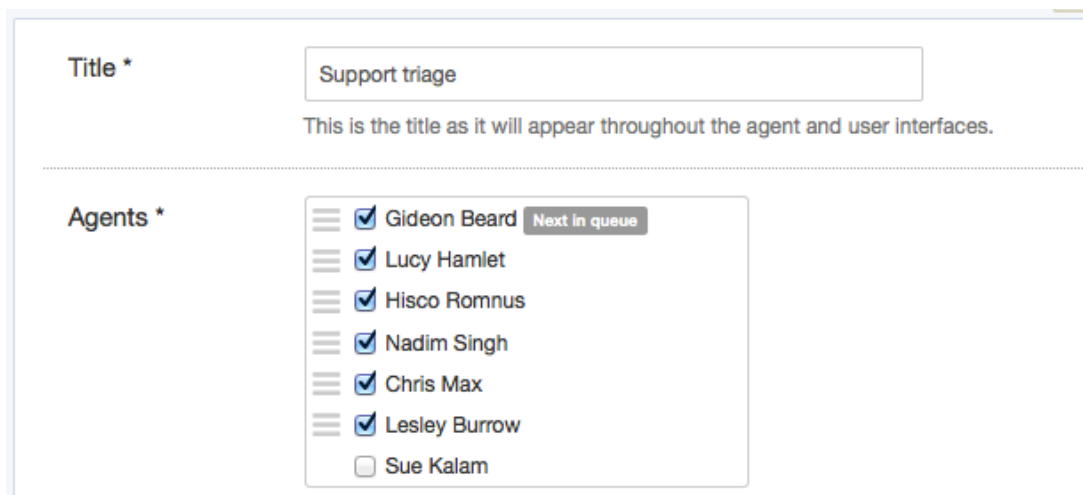
## New Feature: Round Robins

2014-08-11 - Ben Henley - Comments (0) - Product

When you're managing a busy helpdesk, sharing out the workload evenly can be vital.

We've added support for 'round robin' assignment to DeskPRO's powerful automation system. Here's how it works: you define a queue of agents, and as tickets come in, each one is assigned to the next agent in the queue, until the end is reached and the round robin begins again with the first agent.

Because you're assigning to individual agents, it's always clear who's responsible for each ticket; and because it's automatic, there's no time spent deciding who'll handle which issue.



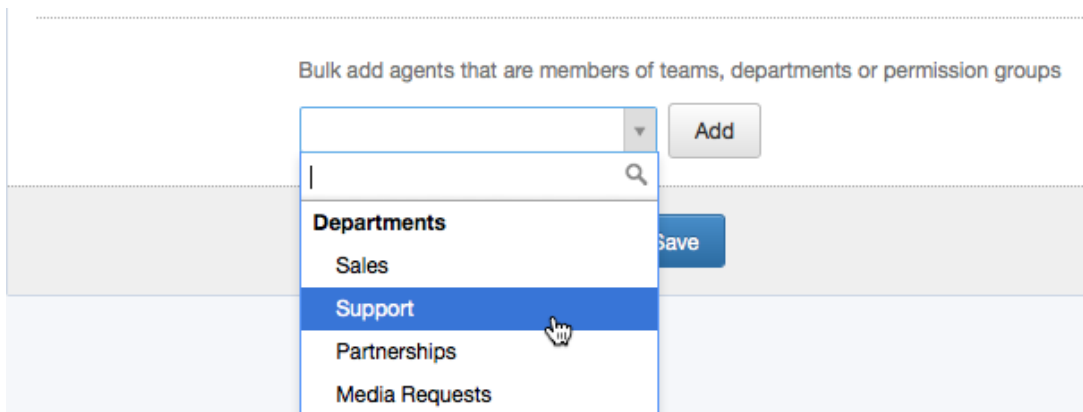
The screenshot shows the configuration interface for a Round Robin queue. It has two main sections: "Title \*" and "Agents \*".

The "Title \*" section contains a text input field with the value "Support triage". Below the field is a note: "This is the title as it will appear throughout the agent and user interfaces."

The "Agents \*" section contains a list of agents, each with a checkbox and a menu icon to its left. The agents are:

- ☒ Gideon Beard (Next in queue)
- ☒ Lucy Hamlet
- ☒ Hisco Romnus
- ☒ Nadim Singh
- ☒ Chris Max
- ☒ Lesley Burrow
- ☐ Sue Kalam

Setting up a round robin is fast and easy because you can bulk add agents.



The screenshot shows the "Bulk add agents" interface. At the top, it says "Bulk add agents that are members of teams, departments or permission groups". Below this is a search input field with a dropdown arrow and a magnifying glass icon. To the right of the search field is an "Add" button. Below the search field is a list of departments: "Sales", "Support", "Partnerships", and "Media Requests". The "Support" department is highlighted in blue, and a mouse cursor is pointing at it. To the right of the list is a "Save" button.

You assign tickets to round robins using actions within the existing DeskPRO system of triggers, escalations and SLAs.

If you only want to assign *some* tickets to the round robin, or you want to have multiple different queues, it's all configurable using straightforward but incredibly flexible business logic.

Criteria ?

when

The following conditions are met:

Urgency

<

3

Criteria

or

The following conditions are met:

Department

is

Media Requests

General Contact

Criteria

Actions ?

then

The following actions will run:

Set Assigned Agent from Round Robin

Front desk

Front desk

Support triage

Troubleshooting

Chris Test

Action

You'll find this new feature under **Tickets > Round Robin** in the latest version of DeskPRO.

Tanda  
round-robin