

New Feature: Round Robins For Online Agents Only

2015-05-06 - Ben Henley - Comments (0) - Product

We're excited to announce a much-requested improvement for our customers who use Deskpro's round robin feature.

(If you're not using [round robins](#) yet, they're an automatic way to assign incoming tickets evenly to a list of agents. That way, each ticket is assigned to an agent as soon as it comes in, and there's no temptation to 'cherrypick' the easy tickets.)

As a lot of you have pointed out, round robins would be better if they only assigned tickets to agents on the list who are logged in. So that's exactly what we've done:


Title *

This is the title as it will appear throughout the agent and user interfaces.

Online Only?

☒ Only Assign to Agents that are Online

Agents *

<input checked="" type="checkbox"/>	AI Booker	
<input checked="" type="checkbox"/>	Hayle P Fuller	Next in queue  online
<input type="checkbox"/>	Ender Mann	
<input type="checkbox"/>	Kylie Burnham	

Of course, if you want round robins to work as they did before, you don't have to enable this option. You can even set it independently for each round robin list you have.

You'll find this option in **Tickets > Round Robin** once your helpdesk has been updated to the latest version. On Deskpro Download, you'll need to update from the admin interface as usual. Cloud customers, we'll roll this out to you soon.