



 $\underline{Centro\ Assistenza} > \underline{Comunit\`a} > \underline{Feature\ Request} > \underline{To\ have\ trigger\ criteria\ based\ on\ agent\ online/offline\ status}$

To have trigger criteria based on agent online/offline status Collecting Feedback

- R Rafie
- Nome del forum: #Feature Request

The ability for a trigger's criteria to be 'if assigned agent is <online> THEN....'