Additional Agent Trigger Criteria Under Review

- Lauren Cumming
- **Naam forum:** #Feature Request

Basically you can apply a trigger when an agent changes in general, or changes to/from a specific agent. Ability to use the changes function but only when it is agent to agent and not unassigned to agent. There isn't a clear way to differentiate between the two scenarios at the moment.

Reactie (1)

J **James**
7 jaar geleden
This would be really useful for automation of our helpdesk.