



 $\underline{\textbf{Hulpcentrum}} > \underline{\textbf{Gemeenschap}} > \underline{\textbf{Feature Request}} > \underline{\textbf{Customize Unassigned Definition}}$ 

## **Customize Unassigned Definition Collecting Feedback**

• RR Roberto Rodriguez

• Naam forum: #Feature Request

It would be good that the "Unassigned Tickets" would be customizable, so you could decide if Agent Team or Agent or both would decide if a ticket is unassigned or not.