



 $\underline{\text{Hulpcentrum}} > \underline{\text{Gemeenschap}} > \underline{\text{Feature Request}} > \underline{\text{Intelligent ticket assignment}}$ 

## Intelligent ticket assignment Report

- KG Kyle Griffin
- Naam forum: #Feature Request

I would like to see the system go through the round robin and see if that technician is currently on a call and skip them in the round robin. Also, it should assign tickets based on the bandwidth of the agent or the number of current tickets.