

I'm having trouble with the round robin working properly

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Question:

I made a round robin but it doesn't seem to assign any tickets. What is happening?

Answer:

When you make a round robin, it doesn't start assigning tickets on its own. Instead, a new action is made available from your helpdesk's triggers. You need to create a trigger that uses the round robin action to assign new tickets. See the [round robin documentation in the admin manual](#) for details.