



<u>Hjelpesenter</u> > <u>Samfunnet</u> > <u>Feature Request</u> > <u>Intelligent ticket assignment</u> Intelligent ticket assignment Report

- KG Kyle Griffin
- Forum Navn': #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.