



[Centro de Suporte](#) > [Comunidade](#) > [Feature Request](#) > [Customize Unassigned Definition](#)

Customize Unassigned Definition Collecting Feedback

- Roberto Rodriguez
- **Nome do fórum:** #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.