

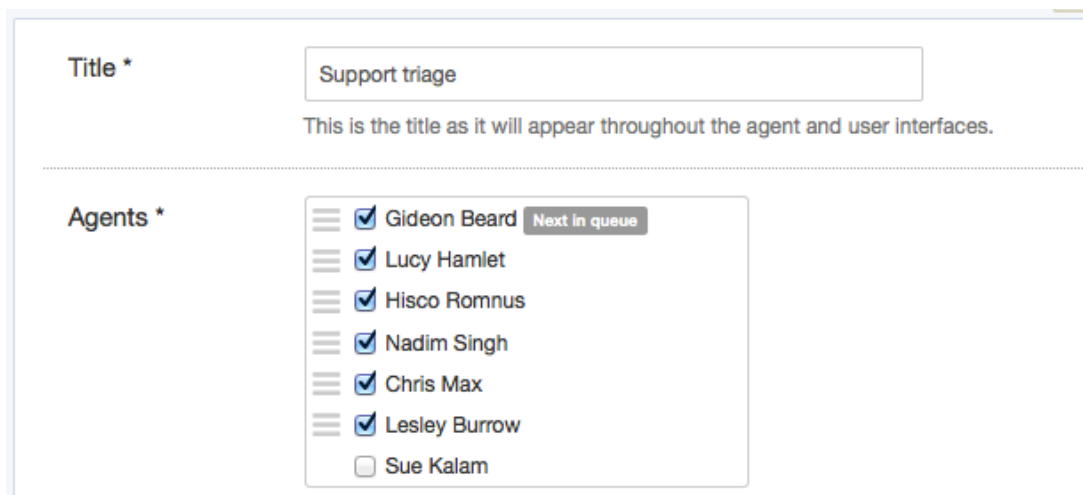
New Feature: Round Robins

2014-08-11 - Ben Henley - Comment (1) - Product

When you're managing a busy helpdesk, sharing out the workload evenly can be vital.

We've added support for 'round robin' assignment to DeskPRO's powerful automation system. Here's how it works: you define a queue of agents, and as tickets come in, each one is assigned to the next agent in the queue, until the end is reached and the round robin begins again with the first agent.

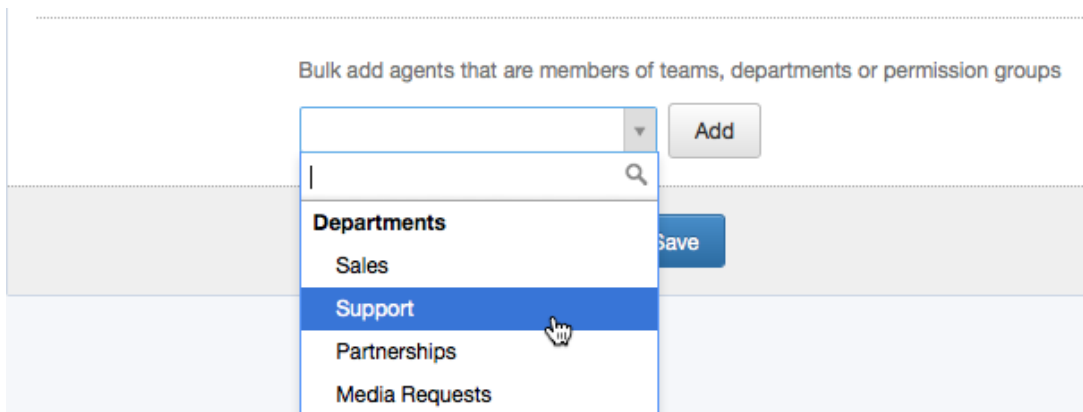
Because you're assigning to individual agents, it's always clear who's responsible for each ticket; and because it's automatic, there's no time spent deciding who'll handle which issue.



The screenshot shows the configuration interface for Round Robin assignment. It features a 'Title' field with the value 'Support triage' and a note: 'This is the title as it will appear throughout the agent and user interfaces.' Below this is an 'Agents' section with a list of agents, each with a checkbox and a 'Next in queue' button. The agents listed are Gideon Beard, Lucy Hamlet, Hisco Romnus, Nadim Singh, Chris Max, Lesley Burrow, and Sue Kalam. The 'Next in queue' button is highlighted for Gideon Beard.

Agents *
<input checked="" type="checkbox"/> Gideon Beard Next in queue
<input checked="" type="checkbox"/> Lucy Hamlet
<input checked="" type="checkbox"/> Hisco Romnus
<input checked="" type="checkbox"/> Nadim Singh
<input checked="" type="checkbox"/> Chris Max
<input checked="" type="checkbox"/> Lesley Burrow
<input type="checkbox"/> Sue Kalam

Setting up a round robin is fast and easy because you can bulk add agents.



The screenshot shows the 'Bulk add agents' interface. It includes a search bar with a dropdown menu showing a list of departments: Sales, Support, Partnerships, and Media Requests. The 'Support' department is selected. There are 'Add' and 'Save' buttons.

Bulk add agents that are members of teams, departments or permission groups

Search	Add
<input type="text"/>	<input type="button" value="Add"/>
<input type="text"/>	<input type="button" value="Save"/>
Departments	
Sales	
Support	
Partnerships	
Media Requests	

You assign tickets to round robins using actions within the existing DeskPRO system of triggers, escalations and SLAs.

If you only want to assign *some* tickets to the round robin, or you want to have multiple different queues, it's all configurable using straightforward but incredibly flexible business logic.

Criteria ?

when

The following conditions are met:

Urgency

<

3

Criteria

or

The following conditions are met:

Department

is

Media Requests

General Contact

Criteria

Actions ?

then

The following actions will run:

Set Assigned Agent from Round Robin

Front desk

Action

Front desk

Support triage

Troubleshooting

Chris Test

You'll find this new feature under **Tickets > Round Robin** in the latest version of DeskPRO.

Tags

round-robin