



<u>Centro de Ajuda</u> > <u>Comunidade</u> > <u>Feature Request</u> > <u>To have trigger criteria based on agent online/offline status</u>

To have trigger criteria based on agent online/offline status Collecting Feedback

Rafie

• Nome do Fórum: #Feature Request

The ability for a trigger's criteria to be 'if assigned agent is <online> THEN....'