Macro Action - Set No Agent Team Finished

- Will Polley
- **Forum name:** #Feature Request

Please extend the "no team" option from ticket triggers to macro actions. This would be very helpful in department transfer situations.

Comment (1)

Lara Proud

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Hi Will, thanks for the suggestion this action has been extended to Macros to enable easier ticket transfers. To use a Macro to set no team you need to configure the action "Set Agent Team" and select "Unassign".