



<u>Center za pomoč</u> > <u>Skupnost</u> > <u>Feature Request</u> > <u>Additional Agent Trigger Criteria</u>

Additional Agent Trigger Criteria Under Review

• Lauren Cumming

• Ime foruma: #Feature Request

Basically you can apply a trigger when an agent changes in general, or changes to/from a specific agent. Ability to use the changes function but only when it is agent to agent and not unassigned to agent. There isn't a clear way to differentiate between the two scenarios at the moment.

Komentar (1)

J James

7 years ago

This would be really useful for automation of our helpdesk.