



<u>Center za pomoč</u> > <u>Skupnost</u> > <u>Feature Request</u> > <u>Apply triggers based on number of tickets</u> <u>assigned to an agent</u>

Apply triggers based on number of tickets assigned to an agent Collecting Feedback

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• Ime foruma: #Feature Request

The idea is to inform the user when the agent is busy. ie. if the agent has 3 tickets in 'awaiting agent' status and a new fourth ticket comes in, to be send an email to the user and inform him that the agent is busy working on 3 tickets and the estimated waiting time is XX.