



[Center za pomoč](#) > [Skupnost](#) > [Feature Request](#) > [Customize Unassigned Definition](#)

Customize Unassigned Definition Collecting Feedback

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- **Ime foruma:** #Feature Request

It would be good that the "Unassigned Tickets" would be customizable, so you could decide if Agent Team or Agent or both would decide if a ticket is unassigned or not.