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Mark agent as absent / enter substitution for agent Report

- Thorsten Breuer
- **Forum name:** #Feature Request

We would like to mark an agent in Deskpro as absent or it should be possible to enter a substitution for an agent who will then automatically be assigned all tickets of another agent or at least automatically receive e-mails.

Currently, triggers can be maintained, but this is too time-consuming if an agent falls ill or is on holiday. You have to maintain everything by hand.

Comment (1)

Jeroen van der Steen

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I think this has been requested before but it is also important to us.