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

- ruyan
- **Forum adı:** #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.