



<u>Yardım Merkezi</u> > <u>Topluluk</u> > <u>Feature Request</u> > <u>Apply triggers based on number of tickets</u> assigned to an agent

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.