



[Yardımler Merkezi](#) > [Topluluk](#) > [Feature Request](#) > [Intelligent ticket assignment](#)

Intelligent ticket assignment Report

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- **Forum adı:** #Feature Request

I would like to see the system go through the round robin and see if that technician is currently on a call and skip them in the round robin. Also, it should assign tickets based on the bandwidth of the agent or the number of current tickets.