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How does a Round Robin start assigning Tickets?

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Implementing a Round Robin system for ticket assignment can streamline your team's workflows to ensure an equitable distribution of tasks among agents. However, it's important to note that a Round Robin does not automatically begin assigning tickets upon creation. Instead, it provides a new action option within your automation. Here's how to start assigning tickets based on a Round Robin:

Setting Up Round Robin Ticket Assignment

Create a help desk Trigger: To enable the Round Robin system for ticket assignments, you need to create a new help desk trigger that incorporates the Round Robin action. This process ensures that tickets are distributed according to the Round Robin logic.

To access the Trigger Configuration, navigate to **Admin > Business Rules > Triggers**.

Create a new trigger and select the Round Robin action as part of the trigger's configuration.

For more detail on configuration, refer to the [Admin Guide](#). It provides comprehensive guidance on setting up and optimizing your Round Robin system.

By following these steps, you can effectively implement a Round Robin ticket assignment system that enhances efficiency and balances the workload among your team members.

İlgili İçerik

- [Creating Round Robins](#)