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Macro Action - Set No Agent Team Finished

- Will Polley
- **Forum name:** #Feature Request

Please extend the "no team" option from ticket triggers to macro actions. This would be very helpful in department transfer situations.

Comments (1)

Lara Proud

11 tháng trước

Hi Will, thanks for the suggestion this action has been extended to Macros to enable easier ticket transfers. To use a Macro to set no team you need to configure the action "Set Agent Team" and select "Unassign".