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## Additional Agent Trigger Criteria Under Review

- Lauren Cumming
- 论坛名称: #Feature Request

Basically you can apply a trigger when an agent changes in general, or changes to/from a specific agent. Ability to use the changes function but only when it is agent to agent and not unassigned to agent. There isn't a clear way to differentiate between the two scenarios at the moment.

### Comments (1)

**J James**

7 years ago

This would be really useful for automation of our helpdesk.