



[帮助中心](#) > [社区](#) > [Feature Request](#) > [Assign technicians based ticket categories](#)

Assign technicians based ticket categories Archived

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- 论坛名称: #Feature Request

It would be nice to have an ability to assign tickets to technicians based on tech groups. I.e. i have different tricket categories and different support staff is responsible for handling them. I can not assign
tickets to specific technician groups, either all or one or none.