



<u>帮助中心</u> > <u>社区</u> > <u>Feature Request</u> > <u>Customize Unassigned Definition</u>

Customize Unassigned Definition Collecting Feedback

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• 论坛名称: #Feature Request

It would be good that the "Unassigned Tickets" would be customizable, so you could decide if Agent Team or Agent or both would decide if a ticket is unassigned or not.