



<u>帮助中心</u> >  $\underline{\text{社区}}$  > Feature Request > Intelligent ticket assignment

## Intelligent ticket assignment Report

- KG Kyle Griffin
- 论坛名称: #Feature Request

I would like to see the system go through the round robin and see if that technician is currently on a call and skip them in the round robin. Also, it should assign tickets based on the bandwidth of the agent or the number of current tickets.