Macro Action - Set No Agent Team Finished

- Will Polley
- 论坛名称: #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

8 months ago

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".