

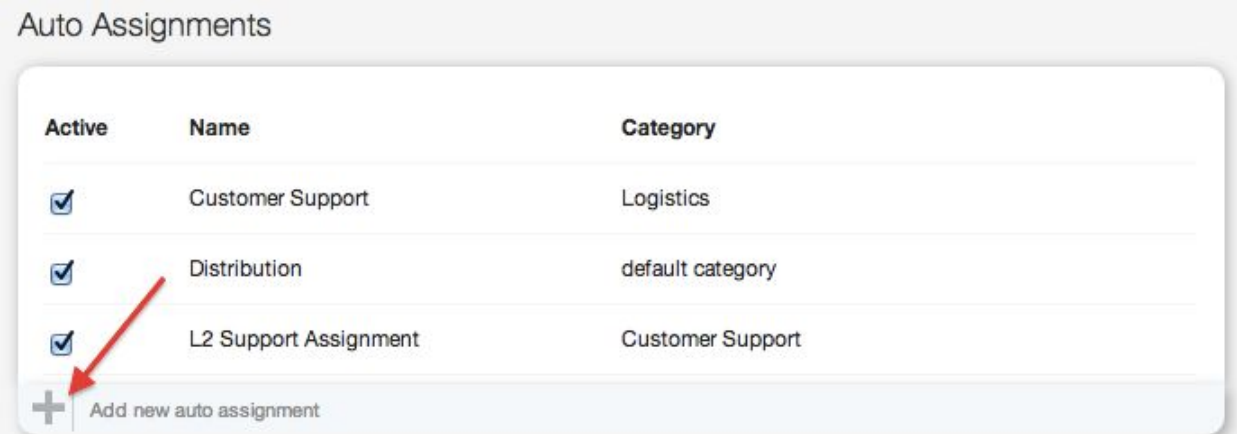
Setup Roundrobin assignment

Introduction:

“Round Robin Assignment” feature is used to assign tickets automatically to the team members as and when they are created.

User Workflow:

1. The feature can be enabled by clicking the Add new auto assignment option under the Categories tab.



The screenshot shows a table titled "Auto Assignments" with three columns: "Active", "Name", and "Category". There are three rows of data, each with a checked checkbox in the "Active" column. A red arrow points to a plus sign icon and the text "Add new auto assignment" at the bottom left of the table.

Active	Name	Category
<input checked="" type="checkbox"/>	Customer Support	Logistics
<input checked="" type="checkbox"/>	Distribution	default category
<input checked="" type="checkbox"/>	L2 Support Assignment	Customer Support

+ Add new auto assignment

2. The admin has to add the auto-assignment set up for each category and choose the staff members to be included as part of the auto-assignment. You can create multiple auto assignments and choose to keep them active or inactive as required.

Auto Assignment settings

Choose the staff members who should be a part of the Auto Assignment for this category

Name	Category
<input type="text" value="L1 Auto Assignment"/>	<input type="text" value="Express Delivery"/>
Active	Type
<input type="text" value="Yes"/>	<input type="text" value="Round Robin"/>

3. The auto-assignment will be applied on tickets that are in the Default Status and are Unassigned. If there are two support staff and three tickets coming in order. The first ticket goes to one staff and second to another while the third is again assigned to the first staff through auto assignment feature.

Who can perform this action?

The account administrator can setup Auto-Assignment feature.

This feature is available for accounts on our Mighty, Fantastic and Enterprise subscription plans.