

FocalScope Diagram

A look at the inner workings of the Ticket Queue

FocalScope's Ticket Queue is one of the essential automations needed to ensure fair workload distribution amongst agents. The more tasks a help desk system can do by itself, the less laborious it makes the support process for the agents and customers involved. The Ticket Queue ensures that no ticket slips through the cracks unattended, and it reduces the workload on supervisors who, ordinarily, would have to manually assign tickets to their subordinates. Queued tickets are assigned to available agents based on the Round-robin algorithm—this eliminates cherry-picking, reduces response times, and helps coordinate the group effort.

