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Posted By : Rakhi Gaud

D54

Date & Time : 09-12-2014 11:47:AM

About Autoassignment

I have query about DO and Tele auto assignment.

1) Pincode mapping is used only for FE autoassignment, what about DO and Tele auto assignment?

2) What will be the rules for assigning cases to DO and Tele. who will define these rules and where this option should be place.

Please reply ASAP.

Thanks,

Rakhi

Posted By : Super Admin

D54

Date & Time : 23-03-2015 11:21:AM

Rakhi is this matter resolved, did you got answers?

Posted By : Kailash Kumawat

D54

Date & Time : 06-07-2015 11:07:AM

Question is closed.