



Round Robin Plus

Introduction

Round Robin Plus let you select a group that holds all possible agents that can be assigned to new items (tickets) in other groups. When a new item is created the agent is picked from this team when her/his status is set to "Available". The ticket gets the first available agent assigned and the agents status is also set to assigned.

New tickets should have a default status value (e.g. "New") by setting item default values or by means of a monday.com form. When new tickets arrive when there are no agents available the ticket will stay in the queue until an agent becomes available by setting the status to "Available".

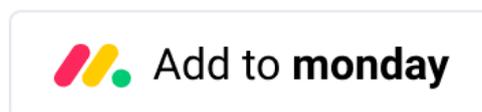
The Round Robin Plus app is developed by monday.com power users and is available on the monday.com marketplace. When downloaded from the marketplace the app is installed in trial mode (10 days) and can be unlocked through the [Excellent Team](#) shop at any time.

You can skip to:

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Installation

When you have already installed this app (e.g. in trial mode) you can skip to the [Configuration](#) section. There is no difference between the trial version or the paid version.



By clicking the image above you add this app to your monday.com account. In case you have multiple accounts, please select the correct account in the upper right corner. During the installation you are asked to authorize the app (see section below).

After installation of the Excellent Team app into your monday.com account you can add the app recipe(s) to your boards. You do this by clicking the integrations and find the monday App you are interested in.

Authorize the app

During the installation of the app in your monday.com account the required permissions (scope) for this app were shown. The app does not store user access tokens but the monday.com platform will grant the permissions shown during the installation for 60 seconds to the app. All actions will be performed with the user credentials of the user that installed the app.

Install **<<App Name>>** in your account
The app will be available to all users in your account



On monday.com, **<<App Name>>** would like to:

Read all of your boards data	The requested permissions (scope) may differ for different apps
Modify any of your boards' data	
Send notifications on your behalf	
Create and modify webhooks	

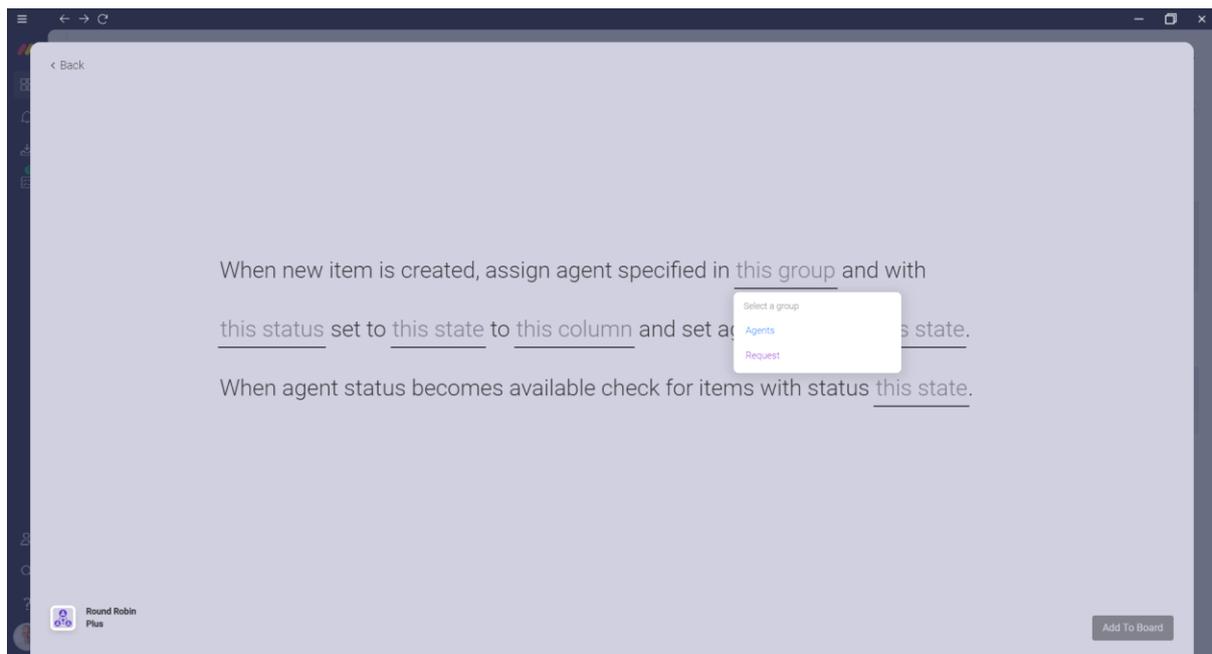
Cancel

Install

Configuration

You can configure the feature as any other monday.com automation. Just click the highlighted words to configure the feature for your board. In this case:

- this group: the group that holds all agents (one agent per item)
- this status: the status column defining the status for agents and tickets
- this state: the status value defining an agent is available
- this column: the people column used to assign agents to it
- this state: the status value defining an agent is assigned
- this state: the status value defining a new item



When ready you can add the feature to your board by clicking “Add To Board” in the lower right corner.

Usage

On first use of the feature you will be granted a 10-day trial period, unless you purchased the Excellent Team app in the shop. If you want to use the feature after this trial period you can purchase the feature in the [Excellent Team](#) shop. After purchasing the feature it will be available immediately and if you already configured the feature you will not lose your configuration.

The feature is fully functional in trial mode. You will receive a notification in monday.com that show that the feature is in trial mode. A few days before the end of the 10 day trial period you will receive another notification. The feature stops working after the trial period is passed and you can safely remove the feature from your board(s).

After configuring the app each new item will get an available agents assigned to it. In case there are no available agents the new item (ticket) stays in the queue with the status value defined (e.g. “New”). As soon as an agent becomes available again by setting the status of the agent to “Available” the existing tickets in the queue will get assigned.