Configuring the automatic ticket assignment

See also: Customizing the automatic ticket assignment

Ticket assignment algorithms are defined in the configuration file **/properties/domain/assignment.xml**. By default, 4 algorithms are proposed:

- **nobody** : no assignment, tickets are left free
- **first** : tickets are assigned to the first manager available in the category
- **random** : ticket are randomly assigned to the avalailble managers of the category
- **cyclical** : ticket are cyclically assigned to the avalailble managers of the category

Each category can have its own assignment algorithm. By default, a category inherits from its parent category, or eventually from its department. The default value for the departments is given by the property below (set in **/properties/config.properties**):

```
#defaultAssignmentAlgorithmName=nobody
```

✅   For each category and each department, the algorithm can be changed at any time through the web interface.