

How do I automatically assign agents to tickets they reply to using email

Admin - (٠) تعليقات - Sangeetha Lakshminarayana - 2023-09-13

.With some helpdesks, Agents answer users via email rather than using the Agent Interface

.In this situation, it would be useful to assign tickets to the first agent to reply

:Here's how to do that with a Trigger

Go to **Admin > Business Rules > Triggers > New Reply Triggers** and click **New** .1
.to make a new trigger

.Add a title for the trigger .2

.Under **Event**, uncheck everything except **By Agent**, and **Email** .3

.Under **Criteria**, add **Agent / is / Unassigned agents** .4

.Under **Actions**, add **Set assigned agent / Current agent** .5

.Click **Save** .6

