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

[Admin](#) - [تعليقات \(0\)](#) - 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** to make a new .1
.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

Add: New Trigger

✕

1 Properties

Title*

Assign agent to ticket if replies via email

This title will be used throughout the admin interface to refer to this Trigger.

Enabled

2 Event

Event

New reply

By User

By Agent

Agent interface

Phone Call

SMS

API

Mobile apps

WhatsApp

Email

Forwarding

Twitter

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Agent

is

Unassigned agents

Or when the following conditions are met:

Select...

Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Set assigned agent

Current agent