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:

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

2. Add a title for the trigger.

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

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

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

6. Click **Save**.

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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   ☐ API   ☑ Email
☐ Phone Call   ☐ Mobile apps   ☐ Forwarding
☐ SMS   ☐ WhatsApp   ☐ 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 | ▾ | 🗑 +