

Deskpro Legacy > How do I follow up automatically when a user stops < قاعدة المعلومات ?replying

Plow do I follow up automatically when a user stops replying Deskpro Legacy - (٠) تعليقات - Ben Henley - 2023-09-01

When a user stops replying without confirming that the problem is resolved, it's a good idea to follow up and check what happened. Did they stop replying because your last response ?solved their issue, or because they have forgotten about it, or given up in despair

.Here's an example of how you can automate a follow-up email with escalations

It's more common to have an escalation based on how long the user has been waiting or the ticket has been open - but we can also have an escalation based on the *agent*'s waiting .time

:In Admin > Tickets > Escalations, make an escalation like this

Title *	Send reminder if no user reply for 1 week
	This title will be displayed in the agent interface in the Filter list. It should be kept short.
Event	The agent has been waiting for
Event	
	I Weaks Y

Set any criteria for the escalation. For example, you might only want to send the reminder .email for tickets in the Support department

## Criteria

Criteria that must match for the escalation to apply to a ticket.				
if	The following conditions are met:			
Department	is v Support			
Status	× Awaiting User			

## Creating the email template

Now for the escalation action, we want to send an email to the user. None of the default .templates is right, so we will create a custom template

then The f	ollowing actions wil	l run:
	Template:	New Ticket Auto-Response v
Send User Email	Include CC's:	٩
	From Name:	New ticket requires validation (auto-response)
	From Email:	Custom Emails marketing-auto-response.html
O Action		new-user-sales-welcome.html ticket-assigned-user-notification.html

Remember that email templates are built up from the phrases in **Setup > Languages**. This means you can edit the phrase in a single place and have it update all the email and portal .templates that include it

If you're only using one language on your portal, and don't plan to enable any more in .future, you don't need to use a custom phrase - you can just enter the email text directly

To make a suitable custom template, open another admin window and look through the templates for similar built-in emails (**Admin > Emails > Email Templates**) to find phrases .you can re-use

Any custom text you need to add should be added as a custom phrase under **Setup** > **Languages**; click your main language and select **Edit Phrases**, then **All Custom Phrases** .and click the **Add Custom Phrase** button in the top right

:Here's an example of a custom phrase

custom.ticket_reminder		We just wanted to remind you that you have an open support ticket about {{ticket.subject}}. Please let us know if the issue is resolved.

.Create the phrase (with the same 'filename') in each language you have installed

:Here's an example reminder template, referencing the custom phrase

:Subject

```
{{ ('phrase('user.email_subjects.tickets_re }}
```

:Body

```
phrase('user.emails.greeting') }} }}
<br /><br />
{{ phrase('custom.ticket_reminder') }}
<br /><br />
<dp:ticket-messages />
{% if app.isPortalEnabled() %} <br /><br />
{{ phrase('user.emails.ticket_access_ticket_online') }}
```

{% <a href="{{ ticket.link }}">{{ ticket.link }}</a> {% endif

.Now save the escalation