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# Automatically create tasks with relative due dates

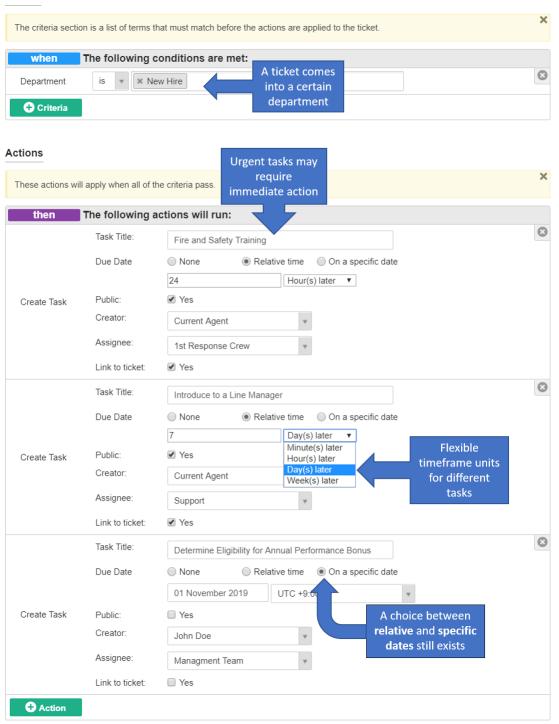
Colin Dunn - 2019-09-02 - رويات - (۱) - معليقات

You don't just need to use your helpdesk for support, and increasing number of clients use Deskpro for change, workflow and task management. A common example we see in HR and Recruitment would be a set of tasks to complete when a new employee joins or leaves a company - however you can apply this process in practically any working environment.

#### ?What has been changed

As part of our continuing efforts to improve <u>tasks and automations</u> you are now able to configure ticket triggers .and escalations which can create a set of tasks for an agent, with **relative due dates** 

#### Criteria



### ?When would we use this

.In the above example, we can see there are some main tasks to complete for a new hire

- The employee must immediately be familiarised with the fire exits and basic safety guidelines. Within 24 .1 .hours of ticket creation
- A suitable line manager must chosen for the employee, after they have had a change to settle in. Within 7 .2 .days of ticket creation
  - .The management team must review the employees Annual Bonus on a specific date .3

This has infinite application, from IT Service Management, Sales and Government/Public Sector applications

.which require robust automation in their tasks and and workflows

# ?In summary

This is a very powerful enhancement to the tasks management system, allowing you to fully automate what has previously been delicate and tiresome workflow. There is now no need for a support manager to repeatedly .create or enforce deadlines, the helpdesk will take care of this

# ?How do we get started

This feature will apply automatically after upgrading to 2019.7. The "Create Task" feature is available in all types of ticket trigger and escalation