

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

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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**.

