

Vidensbase > Getting Started > Automate your Helpdesk

Automate your Helpdesk

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Deskpro customers often tell us that one of their favorite features is Triggers, which automatically run predefined actions in response to ticket events.

Triggers make setting up complex workflows simple and enable you to automate routine and mundane tasks; making life easier for you, your teams and your users.

There are a few built-in triggers that control basic helpdesk functions. They can run in response to a new ticket being created, a new reply to an existing ticket or when a ticket's properties change.

Trigger actions can include almost anything including changing the properties of a ticket or sending an auto-reply to a user when they submit a ticket.

OVERVIEW		Add: New Trigger			
	🕼 Ticket Triggers	(1) Properties			
CONFIGURATION	Triggers automatically perform actions in response to ticket events. You can also define extra	Title*			
CHANNELS					
		This title will be used throughout the adm	nin interface to refer to this Trigger.		
AGENTS		Enabled			
HELP CENTER	Q Search Tilter	2 Event			
		Event			
TICKET STRUCTURE	0 selected 4 Action	New ticket	Ψ		
FEATURES	New Ticket Triggers New Reply Triggers Ticket Update Triggers	By User			
		Help Center	Website Widget	API	
BUSINESS RULES ^	Apply: Per Department (11)	 Ticket Form Widget Messenger 	Email	 Phone WhatsApp 	
a Queues	Customer Support	Twitter	Trust Pilot	C meaning	
Ticket Lists	Customer Support - EU	By Agent			
 Triggers SLAs 	Customer Support - AUS	Agent interface	API	🖉 Email	
A Escalations	Customer support - Aos	Phone Call	Mobile apps	 Forwarding 	
S Round Robin	Customer Support - USA	Messenger	SMS	WhatsApp	
🗎 Agent Shifts	Complaints	Twitter	 Trust Pilot 		
3 Macros	IT Support	3 Criteria			
Interface Defaults		~	must match before the actions are applied to the Ti	rket.	
Recurring Tickets	O HR	When the following conditions are			1
CRM	Finance				
APPS & INTEGRATIONS	C Sales	Select	▼ Select	Ψ	
Arrow miconAllons	Training Booking	Or when the following conditions are met:			
DATA			▼ Select	-	
	HR Investigations				
	 Apply: Per Email Account (3) 	(4) Actions			
	contact@221benergy.deskpro.com	These actions will apply when all of the cr	riteria pass.		
	contact@221benergy.deskpro.com support@221benergy.deskpro.com	These actions will apply when all of the cr Then the following actions will run			

To create and manage triggers go to **Admin > Business Rules > Triggers**.

You will be able to see the events that will cause the trigger to run and additional criteria that need to be met in order for it to run.

If the criteria are met, the event will cause the trigger to run the defined actions.

For more detail on triggers and helpdesk automation read the <u>Triggers</u> section of the Admin Guide.

Or read the next section of **Getting Started**, <u>Personalizing your Help Center and Content</u>.