How do I follow up automatically when a user stops replying?

Eloise Rea - 2023-09-07 - [Kommentarer (0)](#) - [Ticket Structure](#)

When a user stops replying without confirming 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, have they forgotten about it, or just got frustrated and given up?

A Follow Up workflow can be quickly created using the in-built Escalations under the ticket status Awaiting User.

Under **Admin > Ticket Structure > Statuses** click on the status **Awaiting User**. From here, you can set the amount of time to wait before the first warning and final warning.

Edit: Awaiting User

id: awaiting_user

The Awaiting User status means the ticket is waiting for the user to reply

Ticket count

29

🟢 After ticket has been awaiting user for `1` `weeks ▾`

Send the user an email when they have left their ticket open for some time. Typically these are alerts to tell the user to reply to their tickets, but you can also perform other actions.

Then the following actions will run

☑ | Send email to user ▾ |
| --- |
| Templates | Ticket Awaiting Warning 🔍 | ✎ Edit temp... |
| To | Email only ticket owner ▾ |
| From name | Helpdesk name ▾ |
| From email | The account set on the ticket ▾ |
| **Add headers** |

🗑 +

🟢 After ticket has been awaiting user for `2` `weeks ▾`

Then the following actions will run

☑ | Send email to user ▾ |
| --- |
| Templates | Ticket Awaiting Final Warning 🔍 | ✎ Edit temp... |
| To | Email only ticket owner ▾ |
| From name | Helpdesk name ▾ |
| From email | The account set on the ticket ▾ |
| **Add headers** |

🗑 +

If the ticket is still open, send the user a second email alert reminding them of their open ticket.

🟢 After ticket has been awaiting user for `3` `months ▾`

Then the following actions will run

☑ | Set status ▾ | Resolved ▾ | 🗑 +

If a ticket is still open after two email alerts, then usually you want to automatically resolve the ticket and you might want to perform other actions as well.

Save   Discard Changes

If you want a more customized approach, this can be done by creating an Escalation under **Admin > Business Rules > Escalations.** From here, you can choose to only send this on custom criteria such as when the department is Support.

Add: New Escalation   ✕

Note: Escalations only affect tickets created from this point onwards. This new escalation will NOT run on existing tickets that already exist in the helpdesk.

① **Properties**

Title*

| Follow up |

This is the title as it will appear throughout the agent and user interfaces.

◉ Enabled

② **Event**

| The agent has been waiting for... ▾ | 1 | weeks ▾ |

③ **Criteria**

Criteria that must match for the escalation to apply to a ticket.

When the following conditions are met: 🗑

| Department ▾ | is ▾ | Ⓒ Customer Support ✕ ▾ | 🗑 ➕ |

And any of 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

| Send email to user ▾ |

Templates	Ticket Awaiting Warning 🔍	✎ Edit temp...
To	Email only ticket owner ▾
From name	Helpdesk name ▾
From email	The account set on the ticket ▾

Add headers   🗑 ➕

After you create these Escalations, it will automate a key step in your support and means your Agents can never forget to follow up on an issue with a customer.