

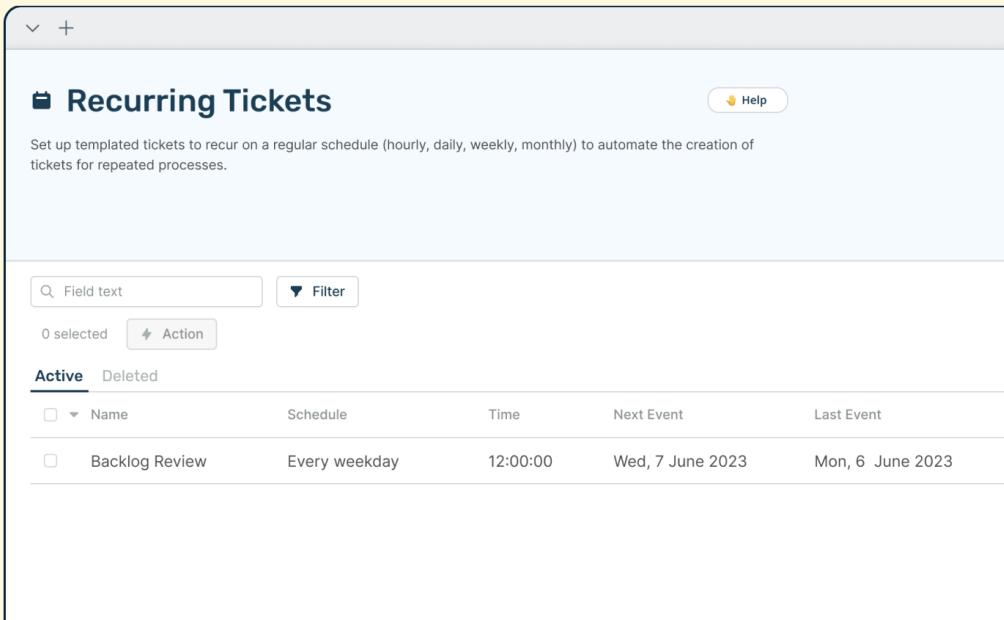


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## Automate repeated processes with Recurring Tickets

2023-06-19 - Lara Proud - [Kommentare \(0\)](#) - [Product \(Admin\)](#)

We are thrilled to introduce a powerful new Business Rule feature - Recurring Tickets. This feature lets you schedule tickets to be created automatically for repeated processes, ensuring standardization and consistency across your organization. Tickets can be scheduled at various intervals, including hourly, daily, weekly, monthly, and annually. Configure the necessary data and fields and ensure that templated tickets are generated at the right time, and your key processes are never forgotten.



The screenshot shows a software interface for managing recurring tickets. The title bar says 'Recurring Tickets'. Below it, a sub-instruction reads: 'Set up templated tickets to recur on a regular schedule (hourly, daily, weekly, monthly) to automate the creation of tickets for repeated processes.' There are search and filter buttons. A table lists one ticket: 'Backlog Review' is scheduled for 'Every weekday' at '12:00:00', with the 'Next Event' on 'Wed, 7 June 2023' and the 'Last Event' on 'Mon, 6 June 2023'.

Name	Schedule	Time	Next Event	Last Event
Backlog Review	Every weekday	12:00:00	Wed, 7 June 2023	Mon, 6 June 2023

This feature is handy for repetitive tasks or processes for your organization. For example, if you offer consultancy services and have a client who has purchased 20 hours of consultancy. With Recurring Tickets, you can schedule tickets to be created for each session, ensuring smooth coordination.

You specify the start date and recurrence pattern (e.g., every Wednesday) and can set the last ticket to stop after 20 occurrences, aligning perfectly with the purchased hours.

The image shows a user interface for creating a recurring ticket. On the left, the 'Recurring Schedule' section is visible, containing fields for the 'First Ticket' (date: 30 May 2023 09:00:00), 'Repeat every' (1 week), and a list of days of the week (Monday, Tuesday, Wednesday, Thursday, Friday) with checkboxes. Below this is the 'Last Ticket' section, which includes options for 'Never', 'On' (date: 31 August 2024 12:00:00), and 'After' (30 occurrences). On the right, a 'Ticket Subject' section is shown with a placeholder 'Daily backlog review: {{ creation\_date }}'. Below this are dropdown menus for 'Brand' (Gorilla Group), 'Department' (Development), and 'Labels' (Backlog, Bug Board).

Additionally, you can easily organize who is associated with the process with the **Users** field. You can add your end-users or clients to ensure that each ticket created is associated with them. You also control the **Core Properties** such as **Brand**, **Department**, **Language**, and **Labels**, which can be preset for each ticket, providing context and improving efficiency when they're first created.

With Recurring Tickets, you can optimize your workflows, eliminate manual ticket creation, and ensure consistency and accuracy in your processes. Say goodbye to missed steps and hello to efficient automation!

To start creating Recurring Tickets for your helpdesk, check out the setup instructions in our [Admin Guide](#).