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

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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 X

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

Ticket count

29

After ticket has been awaiting user for 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 Edit temp...

To

From name

From email

Delete +

Add headers

After ticket has been awaiting user for weeks ▼

Then the following actions will run

Send email to user

Templates Edit temp...

To

From name

From email

Delete +

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 months ▼

Then the following actions will run

Set status Delete +

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	<input type="button" value="Delete"/>	<input type="button" value="Add"/>
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And any of the following conditions are met:

Select...	Select...	<input type="button" value="Delete"/>	<input type="button" value="Add"/>
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4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Send email to user	<input type="button" value="Edit temp..."/>
Templates	Ticket Awaiting Warning
To	Email only ticket owner
From name	Helpdesk name
From email	The account set on the ticket
<input type="button" value="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.