

## New Feature: Create Tasks Automatically


2014-10-02 - Ben Henley - Comments (0) - Product

The DeskPRO **Tasks** app is a lightweight way to track and assign agent to-do items, beyond dealing with tickets.

A lot of customers have asked us about automatically creating tasks. In the latest build, you'll find this great new action available for your triggers, escalations and SLAS:

### Actions

| then        |             | The following actions will run:                 |  |
|-------------|-------------|---|--|
|             | Task Title: | <input type="text" value="Create new ID card"/> |  |
|             | Due Date:   | <input type="text" value="02 October 2014"/>    |  |
| Create Task | Public:     | <input checked="" type="checkbox"/> Yes         |  |
|             | Creator:    | <input type="text" value="Current Agent"/>      |  |
|             | Assignee:   | <input type="text" value="1st Level Support"/>  |  |

 Action

The action can set a due date and assign the task to an agent or a team, just as if you were creating a task manually.

You'll find that when you create a new task yourself, it will now open in the content pane. By popular request, you can also **double-click task titles and comments to edit them**.

(In case you're not using them yet, here's the [agent manual section about tasks](#).)

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