

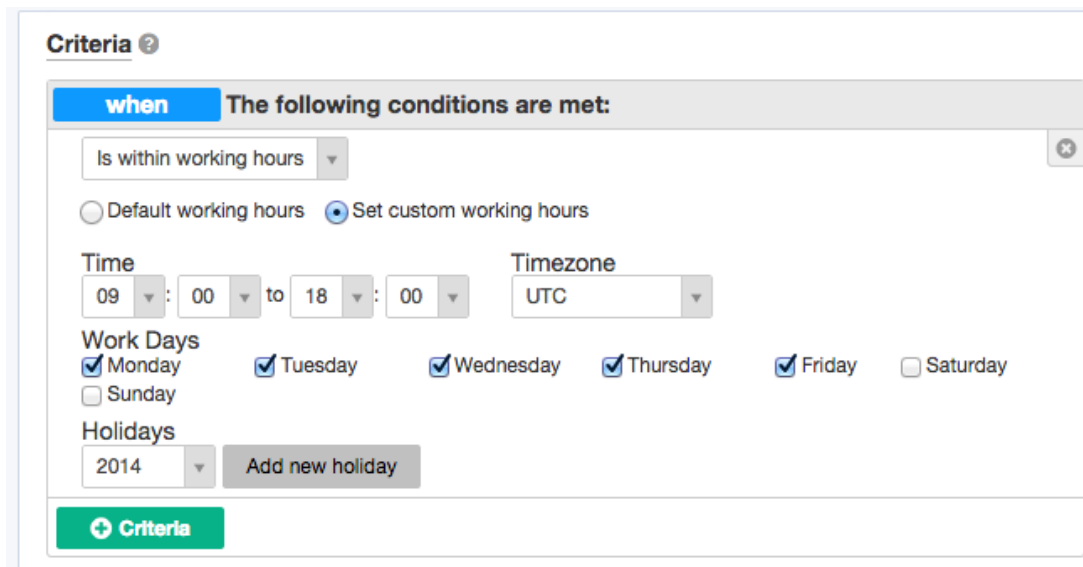
New Feature: Even Better Automation

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

Now your triggers and other automatic rules can be smarter. We've expanded DeskPRO's powerful, flexible automation system with even more criteria and actions.

New criteria you can check

During Working Hours: either the default hours set for your helpdesk, or custom hours just for that trigger. Need a trigger that only runs on weekends, or on Monday morning before your first coffee break? Now you can do it.



Criteria ?

when The following conditions are met:

Is within working hours

Default working hours Set custom working hours

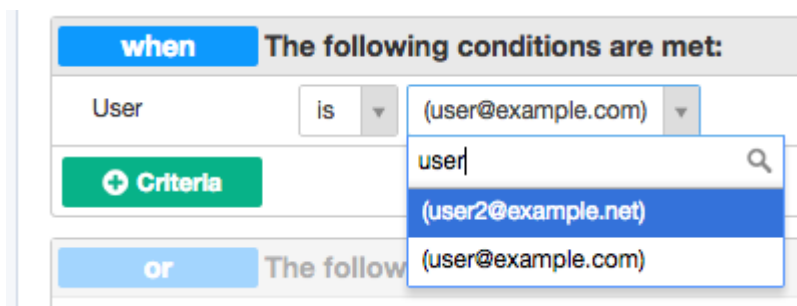
Time: 09 : 00 to 18 : 00 Timezone: UTC

Work Days: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Holidays: 2014 Add new holiday

+ Criteria

User is/is not: now you can check if a ticket belongs to your best (or worst) customer, and have your helpdesk treat it accordingly.



when The following conditions are met:

User is (user@example.com)

+ Criteria

or The follow

(user@example.com)

(user2@example.net)

Organization is/is not: you can check for a specific user organization, too.

The screenshot shows a rule configuration interface. At the top, a blue button labeled 'when' is followed by the text 'The following conditions are met:'. Below this, there is a row with the label 'Organization', a dropdown menu set to 'is', and an empty input field. A search dropdown menu is open, showing a search bar with the letter 'a' and a magnifying glass icon. Below the search bar, three options are listed: 'A1' (highlighted in blue), 'Aardvark', and 'Acme'. Below the first row, there is a green button with a plus sign and the word 'Criteria'. Below that, there is a blue button labeled 'or' followed by the text 'The follow'. Below this, there is a green button with a plus sign and the word 'Criteria'.

Check API Key: if you're using the [DeskPRO API](#) to let external software integrate with your helpdesk, you can use this to check if an event was carried out by the API on behalf of an agent, or by the actual agent. Finally, an end to robots masquerading as humans.

The screenshot shows a rule configuration interface. At the top, a blue button labeled 'or' is followed by the text 'The following conditions are met:'. Below this, there is a row with the label 'Check API key', a dropdown menu set to 'is', and a dropdown menu with two options: 'Super User' and 'Intranet link'. Below the row, there is a green button with a plus sign and the word 'Criteria'.

Check Performer Email: check the email address of the agent/user who caused a trigger event.

The screenshot shows a rule configuration interface. At the top, a blue button labeled 'or' is followed by the text 'The following conditions are met:'. Below this, there is a row with the label 'Check Performer Email', a dropdown menu set to 'contains', and an input field with the value 'example.com'. Below the row, there is a green button with a plus sign and the word 'Criteria'.

Ticket Satisfaction: treat a ticket differently depending on the user's satisfaction score. (You'll need to have the ticket satisfaction survey enabled to use this.)

Criteria ?

when The following conditions are met:

Ticket Satisfaction is Negative

+ Criteria

or The following conditions are met:

+ Criteria

Negative

Neutral

Positive

New actions you can run

Create Task: assign agents tasks using the DeskPRO **Tasks** app (read [more about this](#) and other tasks improvements).

then The following actions will run:

Task Title: Create new ID card

Due Date: 02 October 2014

Create Task Public: Yes

Creator: Current Agent

Assignee: 1st Level Support

+ Action

Add Agent Note: you can now automatically add an internal agent note to a ticket.

then The following actions will run:

Author: Use the assigned agent if there is one ?

Amelie Gent

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This ticket was checked by QA

+ Action

Send Email to a specific email address: now you can send an email to any address you like, without creating a helpdesk user. If you want to email an automated service, like email-to-Evernote or an email-to-fax gateway, this is the way to do it. You can send to a list of addresses, too.

then		The following actions will run:
Email Address to Send to (separate multiple with commas):		5553883938@email-to-text.€
Template:		New ticket requires validation

Other improvements

Actions can now send **custom email headers:** email headers can affect how mail software processes messages.

Send Email	From Email:	The account set on the ticket ▾
	Headers:	X-Custom-Header : deskproj ✕
		Add header

Set Agent Followers can now add the current agent.

then		The following actions will run:
Set Agent Followers		✕ Current Agent

If you're new to DeskPRO automation and you want to learn all about the power of triggers, escalations, SLAs, macros and round robins, check out the admin manual section on [Automating the Helpdesk](#).

Related Content

- [New Feature: Better Search for Users](#)
- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)
- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)
- [New Feature: Department Avatars](#)
- [New Feature: This Season's Designer Labels](#)
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