



• Eric Warnke

- **Forum name:** #Feature Request

When creating a trigger if a field is optional it would be nice to be able to say If the field is null then do this. Example: A new ticket being created by agent in the agent interface, and they forget to set a "Priority" and it is left blank. A trigger could be created to say If the "Priority" is blank then set it to "Normal" rather than If the priority is not Low, and Priority is not Normal, and Priority is not high then make the priority normal

Comment (1)



Tommy Jackson

12 years ago

I think this is mentioned in feature requests as well. It is really no fun to scroll to the bottom of a long ticket, or use the hot key when it could just sort newest at the top.