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Automate your Helpdesk

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Deskpro customers often tell us that one of their favorite features is Triggers, which automatically run predefined actions in response to ticket events.

Triggers make setting up complex workflows simple and enable you to automate routine and mundane tasks; making life easier for you, your teams and your users.

There are a few built-in triggers that control basic helpdesk functions. They can run in response to a new ticket being created, a new reply to an existing ticket or when a ticket's properties change.

Trigger actions can include almost anything including changing the properties of a ticket or sending an auto-reply to a user when they submit a ticket.

To create and manage triggers go to **Admin > Business Rules > Triggers**.

The screenshot shows the 'Add: New Trigger' dialog box in the Deskpro Admin interface. The dialog is divided into four main sections:

- 1) Properties:** Includes a 'Title*' field and an 'Enabled' checkbox.
- 2) Event:** Includes an 'Event' dropdown set to 'New ticket' and a 'By User' section with checkboxes for various channels (Help Center, Ticket Form Widget, Messenger, Twitter, Website Widget, Email, SMS, Trust Pilot, API, Phone, WhatsApp).
- 3) Criteria:** Includes a section for 'Criteria' with two conditions: 'When the following conditions are met' and 'Or when the following conditions are met'. Each condition has a 'Select...' dropdown and a 'Add' button.
- 4) Actions:** Includes a section for 'Actions' with a 'Then the following actions will run' dropdown and a 'Create' button.

You will be able to see the events that will cause the trigger to run and additional criteria that need to be met in order for it to run.

If the criteria are met, the event will cause the trigger to run the defined actions.

For more detail on triggers and helpdesk automation read the [Triggers](#) section of the Admin Guide.

Or read the next section of **Getting Started**, [Personalizing your Help Center and Content](#).