

5. Create triggers to automate processes

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

Triggers make setting up complex workflows a piece of cake, and enable you to automate routine and mundane tasks. This makes life easier for you, your teams, and your users.

There are a few built-in Triggers that control basic helpdesk functions. In fact, the mechanism you used to link email accounts to helpdesk Departments is a Trigger.

Triggers can run in response to a new ticket being created, a new reply to an existing ticket, or a when a ticket's properties change.

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

In fact, let's try taking a look at that Trigger now so you can get a feel for how the feature works. Go to **Admin > Tickets > New Ticket Triggers**.