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How can I best manage Out of Office Agent accounts?

Sean Kerwin - 2023-10-06 - [Comments \(0\)](#) - [Admin](#)

This article has some suggestions for handling an agent going on vacation.

Out of Office replies

When an agent sets an automatic "out of office" message, you may get tickets created every time the message is sent.

The best way to handle these is to create a New Ticket trigger that will automatically delete the unwanted tickets, go to **Admin > Business Rules > Triggers**, and click the **New** button in the top right.

Add: New Trigger

① Properties

Title*

This title will be used throughout the admin interface to refer to this Trigger.

Enabled

② Event

Event

By User

Help Center
 Ticket Form Widget
 Messenger
 Twitter

Website Widget
 Email
 SMS
 Trust Pilot

API
 Phone
 WhatsApp

By Agent

Agent interface
 Phone Call
 Messenger
 Twitter

API
 Mobile apps
 SMS
 Trust Pilot

Email
 Forwarding
 WhatsApp

③ Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

contains Delete +

Or when the following conditions are met:

Delete +

④ Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Define reason for delete Delete +

Create

Cancel

Monitoring replies to the agents' assigned tickets

You may want to have the agent unassign all their tickets before they go away and have them assigned to other agents. Another way to handle this is to make sure that all their tickets are assigned to a team, so other members of the team can monitor any replies.

If you don't want to change any assignments, an Admin can create a [custom queue](#) that shows you all the agent's tickets that have the status **Awaiting Agent**, or Agents can create a Ticket List. This makes it easy to spot when a user replies while the agent is away.

The screenshot shows a ticket management interface with a sidebar on the left and a main content area on the right. The sidebar includes sections for 'Queues' (e.g., MY INBOX, INBOX, Lists), 'Unassigned' (25), 'Awaiting Agent' (353), 'SLA Warning' (3), 'SLA Failed' (2), 'Labelled' (89), 'Open Problem' (200), and a 'Lists' section with an 'Unsaved List' button and a 'Save' button. The main content area displays a list of tickets with columns for ID, Subject, Agent, User, and Date Last Reply. A filter sidebar on the right is open, showing various filter options like 'Status Is' (set to 'Awaiting Agent'), 'Agent' (set to 'Ashton Hale'), and 'Assigned Agent Is' (set to 'Ashton Hale'). Red arrows point to the 'Save' button in the sidebar and the 'Assigned Agent Is' dropdown in the filter sidebar.

Round robins

Ensure that any Round Robins the Agent is part of are set to **Only assign to Agents that are online**.

Related Content

- [Why is the helpdesk rejecting emails when an agent 'Out of Office' automatic reply has been set up?](#)