

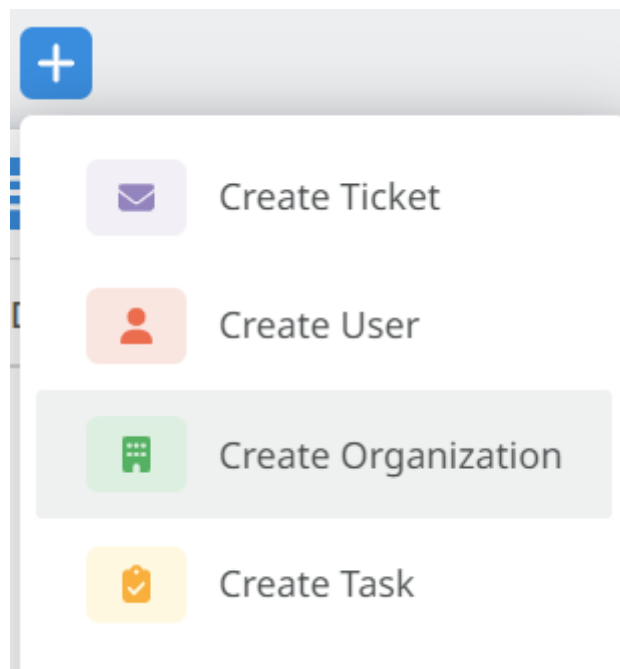
How can I run a trigger for a specific Organization?

Hannah Scott - 2025-05-21 - Comments (0) - Business Rules

Deskpro's Organizations are a feature of the CRM, allowing you to group users together, allowing you to see all tickets raised by that Organization. They can also be used to run Organization-specific business rules, such as Triggers.

This article will go through how to create a new Organization and then apply certain triggers to it:

1. Go to the Agent Interface and press the + button and select **Create Organization**.



1. Create your Organization. You only need to enter a name (you can add more fields to this later on). Under the Members section of the Org, you can then add users. Any users added will then apply to your trigger we build in the later steps:

New Org

Acme Ltd. + Add

Contact Information +

Properties
Usergroup

Members +

Search Users

- Agatha Bardle ✓
- Agatha Bardle
- Alesia Burvin**
- Amanda Byrne
- Audrey Merivale
- Brad Scott ✓
- Dora Planter
- Gary Jones

Create Cancel

1. Build a trigger, with the New Organization as the criteria:

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:

Organization is Acme Ltd.

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Set assigned agent Hannah Scott

In this example, any Tickets now submitted via any User at Acme Ltd. will be automatically assigned to Hannah Scott to work on. Allowing Deskpro to handle allocation scenarios such as Account Managers for Key customers.