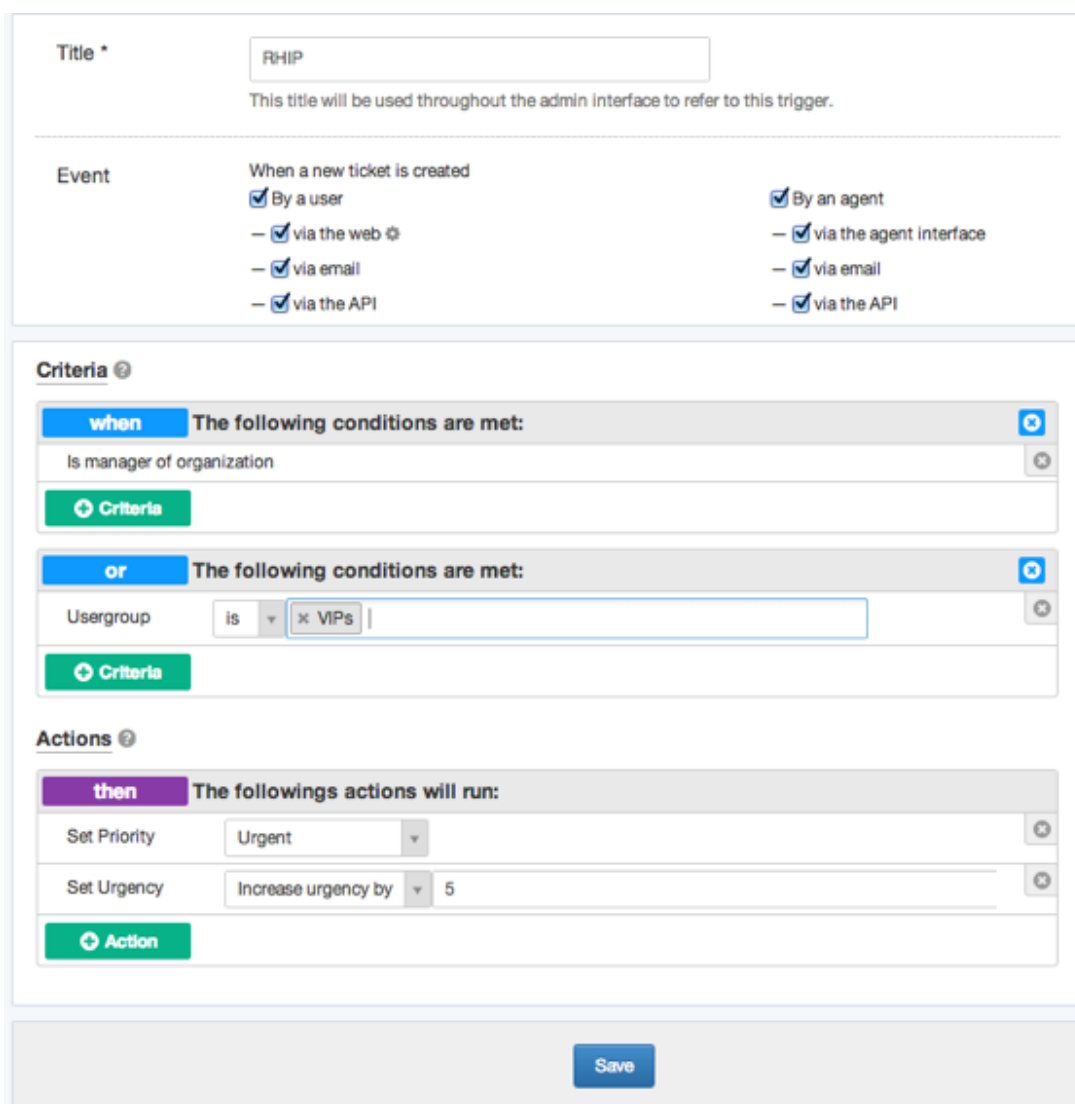


How do I automatically increase ticket urgency on tickets from organization managers?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

If your agents are using the CRM app to record which users are managers of their organizations, you could use this information to increase the urgency of managers' tickets:



The screenshot shows the configuration interface for a trigger in Deskpro Legacy. It is divided into three main sections: Title, Event, and Criteria/Actions.

Title *
RHIP
This title will be used throughout the admin interface to refer to this trigger.

Event
When a new ticket is created
By a user (checked) By an agent (checked)
via the web (checked) via the agent interface (checked)
via email (checked) via email (checked)
via the API (checked) via the API (checked)

Criteria
when The following conditions are met:
Is manager of organization
Criteria
or The following conditions are met:
Usergroup is VIPs
Criteria

Actions
then The followings actions will run:
Set Priority Urgent
Set Urgency Increase urgency by 5
Action

Save

Note that the trigger makes the ticket more urgent if the user is a manager, or belongs to the VIPs usergroup. It increases the urgency by 5, up to a maximum of 10.