

How do I find the ID number of a trigger or other item?

Ben Henley - 2023-08-29 - Comments (0) - Deskpro Legacy

Question:

I'm troubleshooting a problem with triggers on my helpdesk. I know I can look at the Full Log for a ticket to see which triggers ran, but that just gives me the trigger ID number.

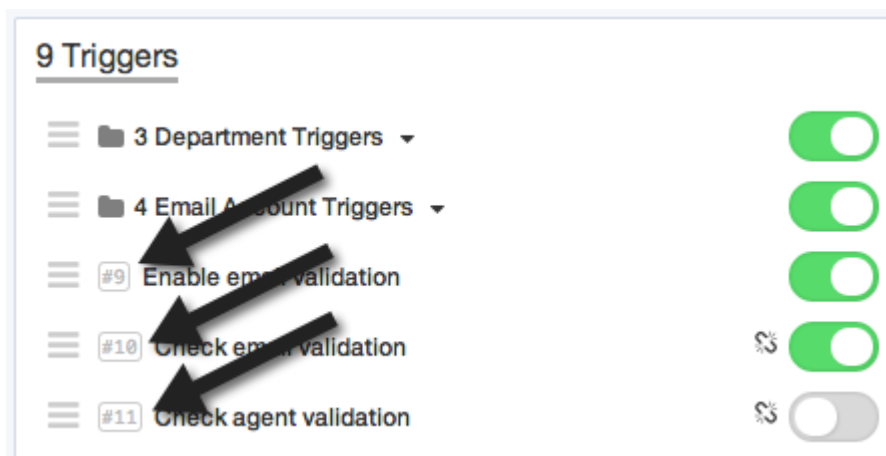
MESSAGES	FULL LOG	DATES & TIMES
All (33)	Messages (2)	Assignments (4)
Updated by agent Annie Golding, 2 minutes ago		
... Urgency changed from 4 to 8		
... Labels added: high-urgency		
... Assigned team changed from 2nd Level Support to Support Managers		
		Trigger 51
		Trigger 51

How do I find out which trigger is "Trigger 51"?

Answer:

You can display the ID numbers for items within the admin interface using the **Show IDs** control.

Click the gear icon at the top right of the list of items, then click **Show IDs**.



You can use this option to see IDs for other items you create as an admin like escalations, SLAs, custom fields, departments etc.