Have a setting to make it so agents must provide a label for tickets Collecting Feedback

- M Mindaugas
- **Nombre del foro:** #Feature Request

Like with custom fields you can 'require agent to enter a value', we would like labels to also have that option. We would like to make it so that agents must attach a label for a ticket.

Comentarios (2)

Javier Casares
10 months ago
Nice idea. I do foresee a use case for us with that feature.
JO **Julia Oak**
2 months ago
+1 this would be a very useful addition. We were able to achieve a similar effect with Ticket Triggers by leveraging the "Check expression [expert]" Criteria. Here's what we did: ---------- [[Event]] New reply, By Agent [[Criteria]] "Status" changed to "Resolved" And "Check expression [expert]" is: ticket.getLabels().isEmpty() === true [[Actions]] 1. Send email to user (Template: New Agent Reply) 2. Add agent note (Text: "[Reopened by New Reply Trigger] You must add a label before setting the ticket status to Resolved.") 3. Set status "Awaiting Agent" 4. Stop processing triggers ---------- [[Event]] Update, By Agent [[Criteria]] "Status" changed to "Resolved" And "Check expression [expert]" is: ticket.getLabels().isEmpty() === true [[Actions]] 1. Prevent emails to users 2. Add agent note (Text: "[Reopened by Ticket Update Trigger] You must add a label before setting the ticket status to Resolved.") 3. Set status "Awaiting Agent" 4. Stop processing triggers ---------- Note: In our setup, we have a

special "Muted" label that, we use in another trigger to prevent emails to users. We want to make sure that our agents don't *only* add the Muted label, so our full Check expression looks like: (ticket.getLabels().isEmpty() === true) or ((ticket.getLabels().count() === 1) and (ticket.findLabelByString('Muted') !== null)) Hope someone else finds this helpful!