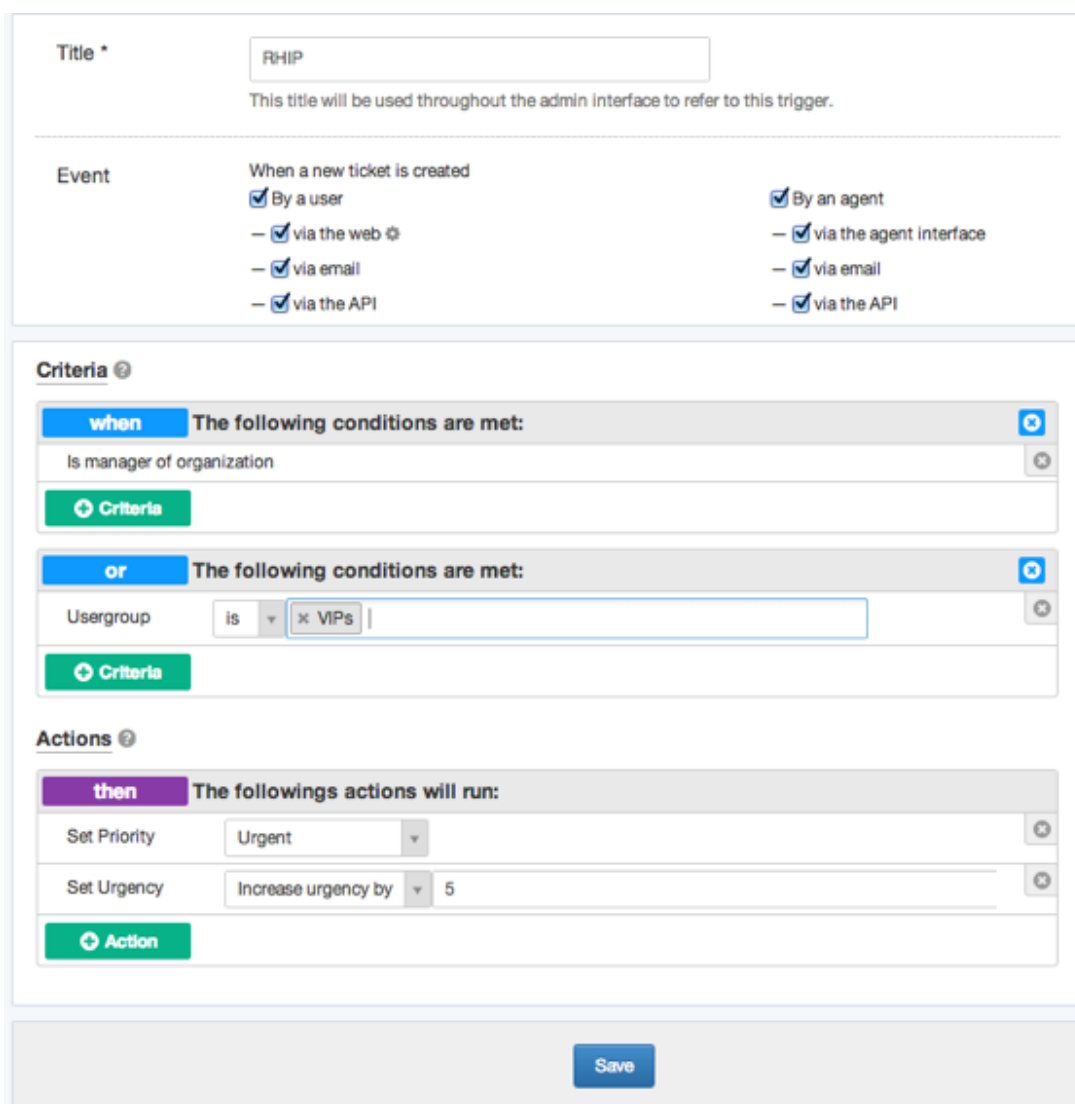


How do I automatically increase ticket urgency on tickets from organization managers?

Ben Henley - 2023-08-31 - Comentarios (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:** A text field contains "RHIP". Below it, a note states: "This title will be used throughout the admin interface to refer to this trigger."
- Event:** A section titled "Event" with the description "When a new ticket is created". It lists two categories of events:
 - By a user:** Includes checkboxes for "via the web", "via email", and "via the API", all of which are checked.
 - By an agent:** Includes checkboxes for "via the agent interface", "via email", and "via the API", all of which are checked.
- Criteria:** A section titled "Criteria" with two conditions:
 - when:** "The following conditions are met:" followed by "Is manager of organization".
 - or:** "The following conditions are met:" followed by "Usergroup is VIPs".
- Actions:** A section titled "Actions" with two actions:
 - then:** "The followings actions will run:" followed by "Set Priority" set to "Urgent".
 - then:** "Set Urgency" set to "Increase urgency by 5".

At the bottom right, there is a blue "Save" button.

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.