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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:

Event	When a new ticket i ✓ By a user — ✓ via the web ¢ — ✓ via email	s crea	bughout the admin interface to reference				
Event	 ✓ By a user – ✓ via the web – ✓ via email 		ited	🗹 By an a			
	 — ✓ via the web → ✓ via email 	,		By an a			
	— 🗹 via email	1		✓ By an agent — ✓ via the agent interface			
					— ♥ via the agent interface — ♥ via email		
	— via the API			— 🕑 via e			
				C na a			
iteria 🖗							
when The f	ollowing conditi	ions	are met:			1	
Is manager of organiza	tion						
O Criteria							
or The f	ollowing conditi	ions	are met:			1	
Usergroup	* VIPs						
Criteria							
tions @							
	ollowings actior	ns wi	ll run:				
	Jrgent	Ψ.					
Set Urgency	ncrease urgency by	Ψ	5				
Action		_					
O vietovi							
			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.