

## Create triggers to automate processes .5

Benedict Sycamore - 2018-12-21 - Comment (1) - Getting Started

Deskpro customers often tell us that one of their all-time favourite features is Triggers, .which automatically run predefined actions in response to ticket events

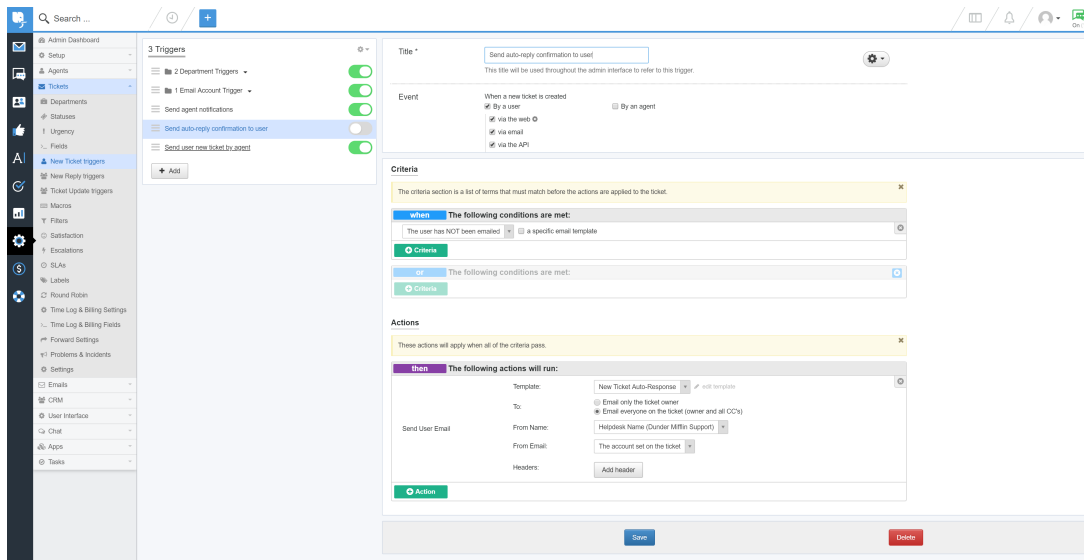
Triggers make setting up complex workflows a piece of cake, and enable you to automate .routine and mundane tasks. This makes life easier for you, your teams, and your users

There are a few built-in Triggers that control basic helpdesk functions. In fact, the .mechanism you used to link email accounts to helpdesk Departments is a Trigger

Triggers can run in response to a new ticket being created, a new reply to an existing ticket, .or a when a ticket's properties change

Trigger actions can include almost anything. For example, changing the properties of a .ticket, or sending an auto-reply email to a user when they submit a new ticket

In fact, let's try taking a look at that Trigger now so you can get a feel for how the feature .works. Go to **Admin > Tickets > New Ticket Triggers**



The screenshot displays the Deskpro Admin interface for configuring a trigger. On the left, a sidebar menu shows the navigation path: Admin Dashboard > Tickets > New Ticket Triggers. The main content area shows a list of triggers on the left, with 'Send auto-reply confirmation to user' selected. The right-hand panel provides a detailed configuration for this trigger. The 'Title' is 'Send auto-reply confirmation to user'. The 'Event' is 'When a new ticket is created', with options for 'By a user' (checked) and 'By an agent'. Under 'Criteria', there are two conditions: 'The user has NOT been emailed' (checked) and 'via a specific email template'. Under 'Actions', the action is 'Send User Email', with a template of 'New Ticket Auto-Response', and options to 'Email only the ticket owner' (checked) and 'Email everyone on the ticket (owner and all CC's)'. The 'From Name' is 'Helpdesk Name (Under MyIn: Support)' and the 'From Email' is 'The account set on the ticket'. There are 'Save' and 'Delete' buttons at the bottom.

Click the Trigger titled **Send auto-reply confirmation to user**. You will be able to see the Events that will cause the Trigger to run, and additional Criteria that need to be met in .order for it to run

.If the Criteria are met, the Event will cause the Trigger to run the defined Actions

You can choose to enable this Trigger by clicking the grey button in the list of Triggers, or .you can experiment and create your own

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.For more information on using triggers to automate helpdesk processes, [refer to our guide](#)

.Or read the next article in the 'Getting Started' series on [managing and replying to tickets](#)