

Using Deskpro > Admin > How do I automatically assign agents to tickets they <مرکز آموزش > reply to using email

## How do I automatically assign agents to tickets they reply to ?using email

Sangeetha Lakshminarayana - 2023-09-13 - Comment (1) - Admin

- .With some helpdesks, Agents answer users via email rather than using the Agent Interface
- .In this situation, it would be useful to assign tickets to the first agent to reply
- :Here's how to do that with a Trigger
- Go to Admin > Business Rules > Triggers > New Reply Triggers and click New .1
- .to make a new trigger
- .Add a title for the trigger .2
- .Under Event, uncheck everything except By Agent, and Email .3
- .Under Criteria, add Agent / is / Unassigned agents .4
- .Under Actions, add Set assigned agent / Current agent .5
- .Click Save .6

