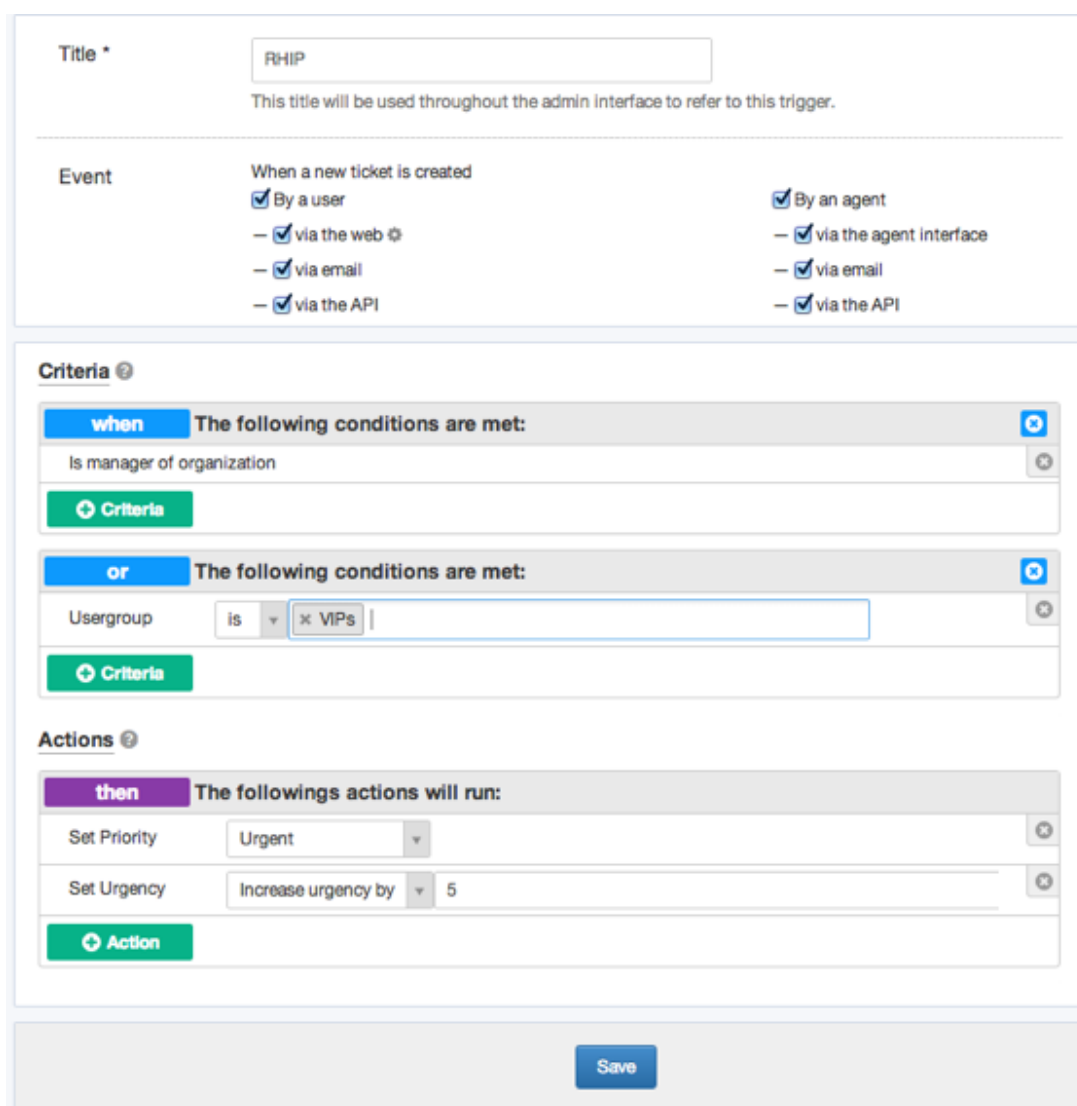


How do I automatically increase ticket urgency on tickets ?from organization managers

Ben Henley - 2023-08-31 - Comment (1) - 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



Title *

This title will be used throughout the admin interface to refer to this trigger.

Event When a new ticket is created

☒ By a user

- ☒ via the web
- ☒ via email
- ☒ via the API

☒ By an agent

- ☒ via the agent interface
- ☒ via email
- ☒ via the API

Criteria ?

when The following conditions are met:

Is manager of organization

or The following conditions are met:

Usergroup is

Actions ?

then The followings actions will run:

Set Priority

Set Urgency

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