

?How do I follow up automatically when a user stops replying

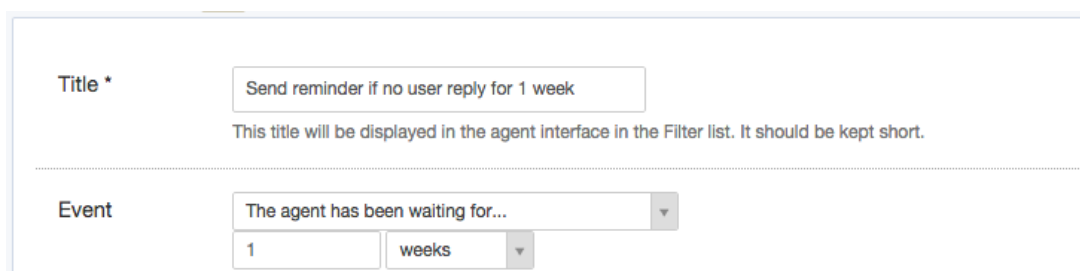
Ben Henley - 2023-09-01 - Comment (1) - Deskpro Legacy

When a user stops replying without confirming that the problem is resolved, it's a good idea to follow up and check what happened. Did they stop replying because your last response ?solved their issue, or because they have forgotten about it, or given up in despair

.Here's an example of how you can automate a follow-up email with escalations

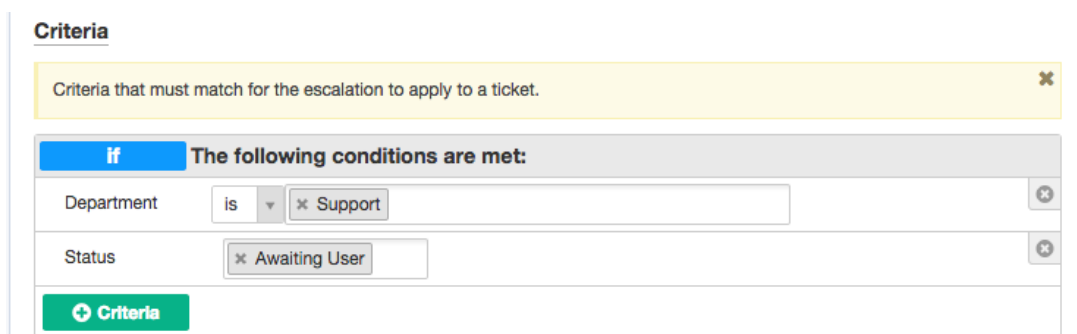
It's more common to have an escalation based on how long the user has been waiting or the ticket has been open - but we can also have an escalation based on the *agent's* waiting .time

:In **Admin > Tickets > Escalations**, make an escalation like this



The screenshot shows the 'Escalations' configuration form in Deskpro. The 'Title' field is set to 'Send reminder if no user reply for 1 week'. Below the title, a note states: 'This title will be displayed in the agent interface in the Filter list. It should be kept short.' The 'Event' dropdown is set to 'The agent has been waiting for...'. Below the event, the '1' and 'weeks' are selected in the respective input fields.

Set any criteria for the escalation. For example, you might only want to send the reminder .email for tickets in the Support department



The screenshot shows the 'Criteria' configuration form in Deskpro. The title is 'Criteria that must match for the escalation to apply to a ticket.' Below the title, there is a section for 'if The following conditions are met:'. This section contains two conditions: 'Department is Support' and 'Status is Awaiting User'. Each condition has a small 'x' icon to its right. At the bottom of the form, there is a green button labeled '+ Criteria'.

Creating the email template

Now for the escalation action, we want to send an email to the user. None of the default .templates is right, so we will create a custom template

Remember that email templates are built up from the phrases in **Setup > Languages**. This means you can edit the phrase in a single place and have it update all the email and portal templates that include it

If you're only using one language on your portal, and don't plan to enable any more in the future, you don't need to use a custom phrase - you can just enter the email text directly

To make a suitable custom template, open another admin window and look through the templates for similar built-in emails (**Admin > Emails > Email Templates**) to find phrases you can re-use

Any custom text you need to add should be added as a custom phrase under **Setup > Languages**; click your main language and select **Edit Phrases**, then **All Custom Phrases** and click the **Add Custom Phrase** button in the top right

Here's an example of a custom phrase

Create the phrase (with the same 'filename') in each language you have installed

Here's an example reminder template, referencing the custom phrase

Subject

```
{{ ('phrase('user.email_subjects.tickets_re' )}}
```

Body

```
phrase('user.emails.greeting') }} }}
<br /><br />
{{ phrase('custom.ticket_reminder') }}
<br /><br />
<dp:ticket-messages />
{% if app.isPortalEnabled() %} <br /><br />
{{ phrase('user.emails.ticket_access_ticket_online') }}
```

```
{% <a href="{{ ticket.link }}">{{ ticket.link }}</a> {% endif
```

.Now save the escalation