

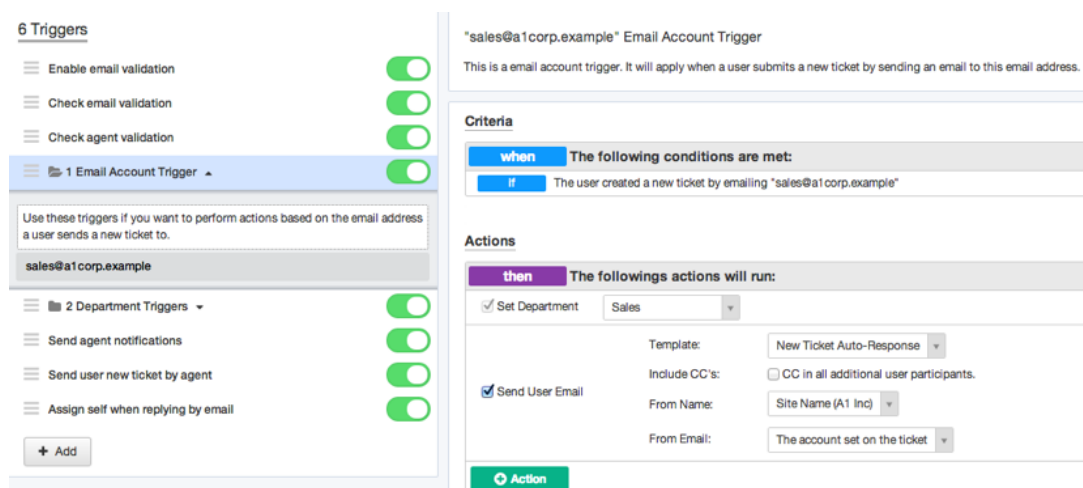
?How do I send a different auto-reply to new users

Ben Henley - 2018-03-14 - Comment (1) - Using Deskpro

Suppose the sales team want to customize the email auto-response when tickets are submitted to the Sales department. They want to send existing users the normal response, but they want new users to get a more elaborate welcome email explaining your product .range

We'll assume you start out with your sales@ account linked to the Sales department with .simple **new ticket** triggers, configured to send the the default auto-response

This **Email Account Trigger** sets tickets sent via the sales@ account to the Sales .department, then sends the auto-response



The screenshot shows the Deskpro configuration interface for triggers. On the left, a list of 6 triggers is shown, with '1 Email Account Trigger' selected. The main area displays the configuration for this trigger:

- Criteria:** A 'when' condition is set: 'The following conditions are met: if The user created a new ticket by emailing "sales@a1corp.example"'
- Actions:** A 'then' condition is set: 'The followings actions will run: Set Department (Sales), Send User Email (Template: New Ticket Auto-Response, From Name: Site Name (A1 Inc), From Email: The account set on the ticket)'. There is also an unchecked option for 'Include CC's: CC in all additional user participants.'

This **Department Trigger** sets tickets submitted via the web where the user has selected .the Sales department to the sales@ email account, then sends the auto-response

The simple triggers can't do what the sales team wants, because their criteria are fixed, so .there's no way to specify that you only want to do something to new users

:Instead, you would create a new trigger

This trigger is checked when a user or agent submits a ticket via email or web. (We'll .(assume that you don't want to send acknowledgements for tickets created using the API

:The criteria you would use are

That means the new trigger will only run its actions when the department is Sales, and the

user is new. We're going to rely on the **Email Account Trigger** to set the department to .Sales. Make sure the new trigger is below the simple triggers

The action you want to run is sending a custom email. You would create a custom email :template (see the chapter on [Editing Templates](#) for details), then run it like this

Actions ?

then The followings actions will run:

Send User Email	Template:	new-user-sales-welcome.html
	Include CC's:	<input type="checkbox"/> CC in all additional user participants.
	From Name:	Site Name (A1 Inc)
	From Email:	The account set on the ticket

Action

You don't want users receiving more than one auto-response email when they submit a new :ticket. So you would disable the **Send User Email** action for the simple triggers

Actions

then The followings actions will run:

<input checked="" type="checkbox"/> Set Email Account	sales@a1 corp.example
<input type="checkbox"/> Send User Email	

Action

Actions

then The followings actions will run:

<input checked="" type="checkbox"/> Set Department	Sales
<input type="checkbox"/> Send User Email	

Action

We're almost done. But we want users who don't receive the custom email to receive the default auto-response email. Since the simple triggers aren't sending that any more, we .need another new trigger to do the job

We could try to set up a complicated set of Criteria so that the new trigger runs if the user is not new and the department is Sales, or the department is anything else, but there's a simpler way. We can just put in a check to see if the custom email has already been sent, and make sure the default auto-response trigger is below the one that sends the custom .response

Criteria ?

when The following conditions are met:

The user has NOT been emailed a specific email template

+ Criteria

Actions

These actions will apply when all of the criteria pass.

then The followings actions will run:

Send User Email	Template:	<input type="text" value="New Ticket Auto-Response"/>
	Include CC's:	<input type="checkbox"/> CC in all additional user participants.
	From Name:	<input type="text" value="Site Name (A1 Inc)"/>
	From Email:	<input type="text" value="The account set on the ticket"/>

+ Action

:Here's the completed triggers in the right order

- ☰ 2 Department Triggers
- ☰ 1 Email Account Trigger
- ☰ Welcome email to new users
- ☰ Send default auto-response

Tags
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