

?What are the default triggers for

Ben Henley - 2023-08-25 - Comment (1) - Admin

:Your helpdesk comes with default triggers which carry out basic helpdesk processes like

- Sending an email to the user when an agent replies to their ticket
- Sending notification emails to agents based on their [notification preferences](#)
- Sending a notification email to the user when an agent creates a new ticket for them
- (Carrying out email validation for a new user (if enabled on your helpdesk

.These are explained in the [Default triggers](#) section of the admin manual

Be careful not to change or disable the default triggers on your helpdesk until you understand what they do