

New Feature: Create Tasks Automatically

Ben Henley - Comment (1) - Product - 2014-10-02

The DeskPRO **Tasks** app is a lightweight way to track and assign agent to-do items, beyond .dealing with tickets

A lot of customers have asked us about automatically creating tasks. In the latest build, :you'll find this great new action available for your triggers, escalations and SLAS

Actions ?

then	The following actions will run:	
	Task Title:	<input type="text" value="Create new ID card"/>
	Due Date:	<input type="text" value="02 October 2014"/>
Create Task	Public:	<input checked="" type="checkbox"/> Yes
	Creator:	<input type="text" value="Current Agent"/>
	Assignee:	<input type="text" value="1st Level Support"/>

+ Action

The action can set a due date and assign the task to an agent or a team, just as if you were .creating a task manually

You'll find that when you create a new task yourself, it will now open in the content pane. .By popular request, you can also **double-click task titles and comments to edit them**

(.In case you're not using them yet, here's the [agent manual section about tasks](#))

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