

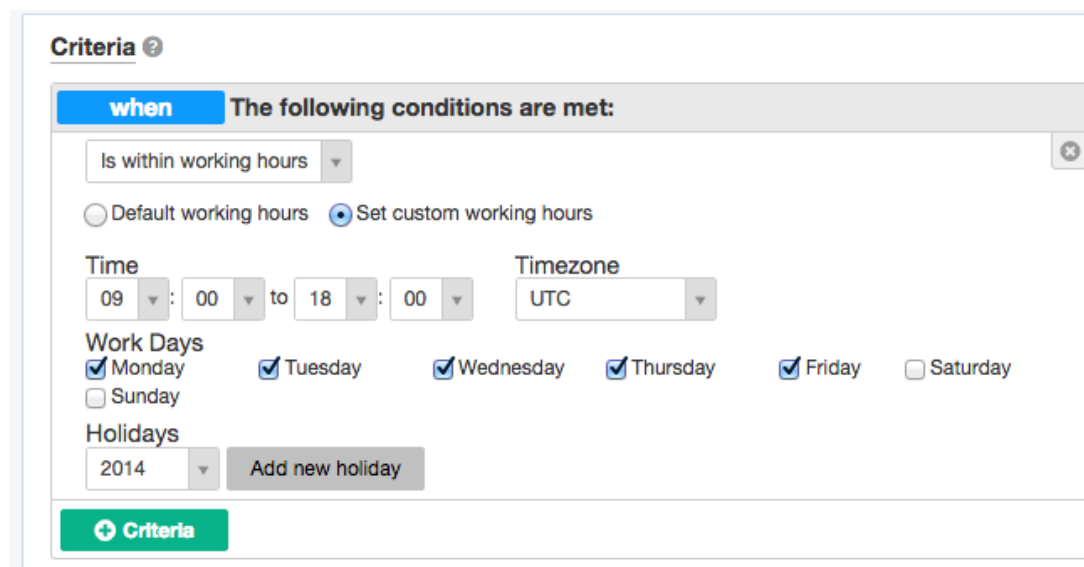
## New Feature: Even Better Automation

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

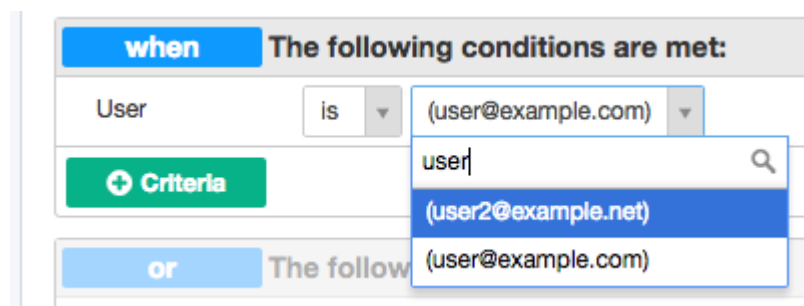
Now your triggers and other automatic rules can be smarter. We've expanded DeskPRO's .powerful, flexible automation system with even more criteria and actions

### New criteria you can check

**During Working Hours:** either the default hours set for your helpdesk, or custom hours just for that trigger. Need a trigger that only runs on weekends, or on Monday morning .before your first coffee break? Now you can do it



**User is/is not:** now you can check if a ticket belongs to your best (or worst) customer, and .have your helpdesk treat it accordingly



**.Organization is/is not:** you can check for a specific user organization, too

The screenshot shows a rule configuration interface. At the top, a blue button labeled "when" is followed by the text "The following conditions are met:". Below this, there is a row with the label "Organization", a dropdown menu showing "is", and an empty input field. To the left of this row is a green button with a plus icon and the word "Criteria". Below the first row, there is a blue button labeled "or" followed by the text "The follow". Below this, there is a green button with a plus icon and the word "Criteria". A search dropdown menu is open, showing a search bar with the letter "a" and a magnifying glass icon. Below the search bar, there are three options: "A1" (highlighted in blue), "Aardvark", and "Acme".

**Check API Key:** if you're using the [DeskPRO API](#) to let external software integrate with your helpdesk, you can use this to check if an event was carried out by the API on behalf of an agent, or by the actual agent. Finally, an end to robots masquerading as humans

The screenshot shows a rule configuration interface. At the top, a blue button labeled "or" is followed by the text "The following conditions are met:". Below this, there is a row with the label "Check API key", a dropdown menu showing "is", and a dropdown menu showing "Super User | Intranet link". To the left of this row is a green button with a plus icon and the word "Criteria".

**Check Performer Email:** check the email address of the agent/user who caused a trigger event

The screenshot shows a rule configuration interface. At the top, a blue button labeled "or" is followed by the text "The following conditions are met:". Below this, there is a row with the label "Check Performer Email", a dropdown menu showing "contains", and an input field with the text "example.com". To the left of this row is a green button with a plus icon and the word "Criteria".

**Ticket Satisfaction:** treat a ticket differently depending on the user's satisfaction score. (You'll need to have the ticket satisfaction survey enabled to use this

**Criteria** ?

**when** The following conditions are met:

Ticket Satisfaction is ▼ Negative ▼

**+ Criteria**

**or** The following conditions are met:

**+ Criteria**

Negative

**Neutral**

Positive

## New actions you can run

**Create Task:** assign agents tasks using the DeskPRO **Tasks** app (read [more about this](#) and [other tasks improvements](#))

**then** The following actions will run:

Create Task

Task Title:

Due Date:

Public: ☒ Yes

Creator: Current Agent ▼

Assignee: 1st Level Support ▼

**+ Action**

**Add Agent Note:** you can now automatically add an internal agent note to a ticket

**then** The following actions will run:

Author:

☒ Use the assigned agent if there is one ?

☒ Amelie Gent

☐ Si Ales

**+ Action**

**Send Email to a specific email address:** now you can send an email to any address you like, without creating a helpdesk user. If you want to email an automated service, like email-to-Evernote or an email-to-fax gateway, this is the way to do it. You can send to a list of addresses, too

<b>then</b>	<b>The following actions will run:</b>
	Email Address to Send to (separate multiple with commas): <input type="text" value="5553883938@email-to-text."/>
	Template: <input type="text" value="New ticket requires validation"/>

## Other improvements

Actions can now send **custom email headers**: email headers can affect how mail software processes messages

Send Email	From Email:	<input type="text" value="The account set on the ticket"/>
	Headers:	X-Custom-Header : <input type="text" value="deskpro"/>
		<input type="button" value="Add header"/>

**Set Agent Followers** can now add the current agent

<b>then</b>	<b>The following actions will run:</b>
Set Agent Followers	<input type="text" value="x Current Agent"/>

If you're new to DeskPRO automation and you want to learn all about the power of triggers, escalations, SLAs, macros and round robins, check out the admin manual section on [Automating the Helpdesk](#)

### Related Content

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- [New Feature: Shift-Click To Open Tabs In Background](#) •
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- [New Feature: Department Avatars](#) •
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- [New Feature: Close Tabs in Bulk](#) •
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