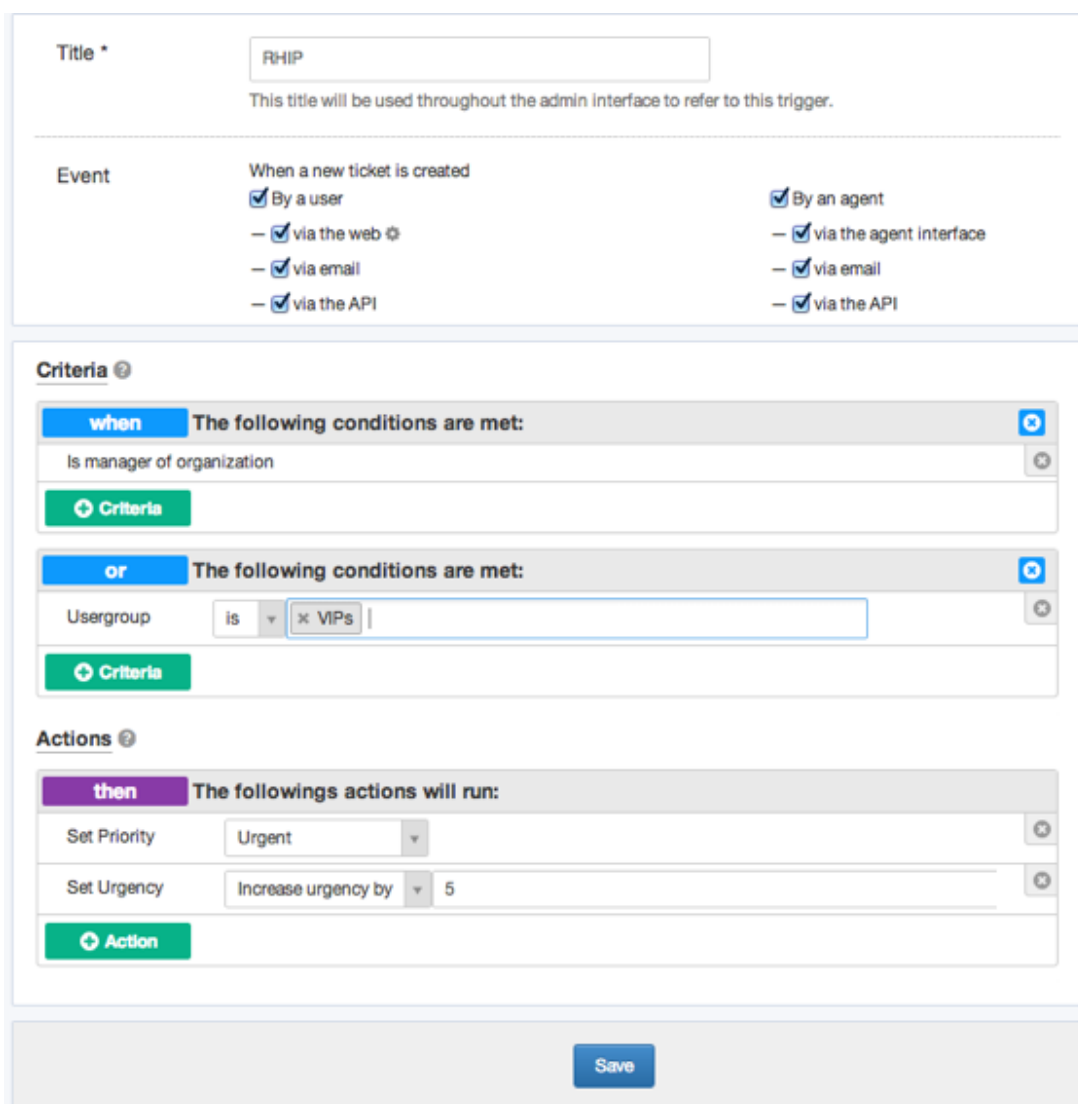


How do I automatically increase ticket urgency on tickets from organization managers?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

If your agents are using the CRM app to record which users are managers of their organizations, you could use this information to increase the urgency of managers' tickets:



Title *

This title will be used throughout the admin interface to refer to this trigger.

Event

When a new ticket is created

<input checked="" type="checkbox"/> By a user	<input checked="" type="checkbox"/> By an agent
— <input checked="" type="checkbox"/> via the web	— <input checked="" type="checkbox"/> via the agent interface
— <input checked="" type="checkbox"/> via email	— <input checked="" type="checkbox"/> via email
— <input checked="" type="checkbox"/> via the API	— <input checked="" type="checkbox"/> via the API

Criteria ⓘ

when The following conditions are met: ⓘ

Is manager of organization ⓘ

+ Criteria

or The following conditions are met: ⓘ

Usergroup is ⓘ

+ Criteria

Actions ⓘ

then The followings actions will run:

Set Priority ⓘ

Set Urgency ⓘ

+ Action

Save

Note that the trigger makes the ticket more urgent if the user is a manager, or belongs to the VIPs usergroup. It increases the urgency by 5, up to a maximum of 10.