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## New Feature: Even Better Automation

2014-10-02 - Ben Henley - [Commentaire \(1\)](#) - [Product](#)

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.

The screenshot shows the 'Criteria' configuration interface. The title is 'Criteria' with a help icon. Below it, a blue button labeled 'when' is followed by the text 'The following conditions are met:'. The main configuration area includes a dropdown menu 'Is within working hours' with a star icon. Below this are two radio buttons: 'Default working hours' (unselected) and 'Set custom working hours' (selected). The 'Time' section has two columns: 'Time' and 'Timezone'. The 'Time' column has two pairs of dropdowns: '09' and '00' followed by 'to 18' and '00'. The 'Timezone' column has a dropdown menu set to 'UTC'. The 'Work Days' section has checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', and 'Saturday', all of which are checked. Below this is a 'Holidays' section with a dropdown menu set to '2014' and a button 'Add new holiday'. At the bottom left of the configuration area is a green button with a plus sign and the text 'Criteria'.

**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.

The screenshot shows the 'Criteria' configuration interface for the 'User is/is not' criterion. The title is 'Criteria' with a help icon. Below it, a blue button labeled 'when' is followed by the text 'The following conditions are met:'. The main configuration area includes a dropdown menu 'User' with a dropdown arrow, followed by the text 'is' and another dropdown arrow, and then a dropdown menu containing '(user@example.com)'. Below this is a green button with a plus sign and the text 'Criteria'. Below the 'Criteria' button is a dropdown menu with the text 'or' and 'The follow', followed by a dropdown menu containing '(user@example.com)'. A search dropdown is visible over the '(user@example.com)' dropdown, showing a search bar with the text 'user|' and a magnifying glass icon, and a list of suggestions: '(user2@example.net)' (highlighted) and '(user@example.com)'.

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

**when** The following conditions are met:

Organization is

**Criteria**

**or** The following conditions are met:

**Criteria**

a

A1

Aardvark

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.

**or** The following conditions are met:

Check API key is

**Criteria**

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

**or** The following conditions are met:

Check Performer Email contains

**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

**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:


Task Title:	<input type="text" value="Create new ID card"/>
Due Date:	<input type="text" value="02 October 2014"/>
Public:	<input checked="" type="checkbox"/> Yes
Creator:	<input type="text" value="Current Agent"/>
Assignee:	<input type="text" value="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:	<input checked="" type="checkbox"/> Use the assigned agent if there is one 
	<input checked="" type="radio"/> Amelie Gent
	<input type="radio"/> Si Ales



This ticket was checked by QA

 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.

**then** The following actions will run:

Email Address to Send to (separate multiple with commas):	<input type="text" value="5553883938@email-to-text.t"/>
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:

Headers:  :  ✕

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

**then** The following actions will run:

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](#).

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