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

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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:

Event	When a new ticket i ✓ By a user — ✓ via the web ¢ — ✓ via email	s crea	bughout the admin interface to reference				
Event	 ✓ By a user – ✓ via the web – ✓ via email 		ited	🗹 By an a			
	 — ✓ via the web → ✓ via email 	,		By an a			
	— 🗹 via email	1		✓ By an agent — ✓ via the agent interface			
					— ♥ via the agent interface — ♥ via email		
	— via the API			— 🕑 via e			
				C na a			
iteria 🖗							
when The f	ollowing conditi	ions	are met:			1	
Is manager of organiza	tion						
O Criteria							
or The f	ollowing conditi	ions	are met:			1	
Usergroup	* VIPs						
Criteria							
tions @							
	ollowings actior	ns wi	ll run:				
	Jrgent	Ψ.					
Set Urgency	ncrease urgency by	Ψ	5				
Action		_					
O vietovi							
			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.