

5. Create triggers to automate processes

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Deskpro customers often tell us that one of their all-time favourite features is Triggers, which automatically run predefined actions in response to ticket events.

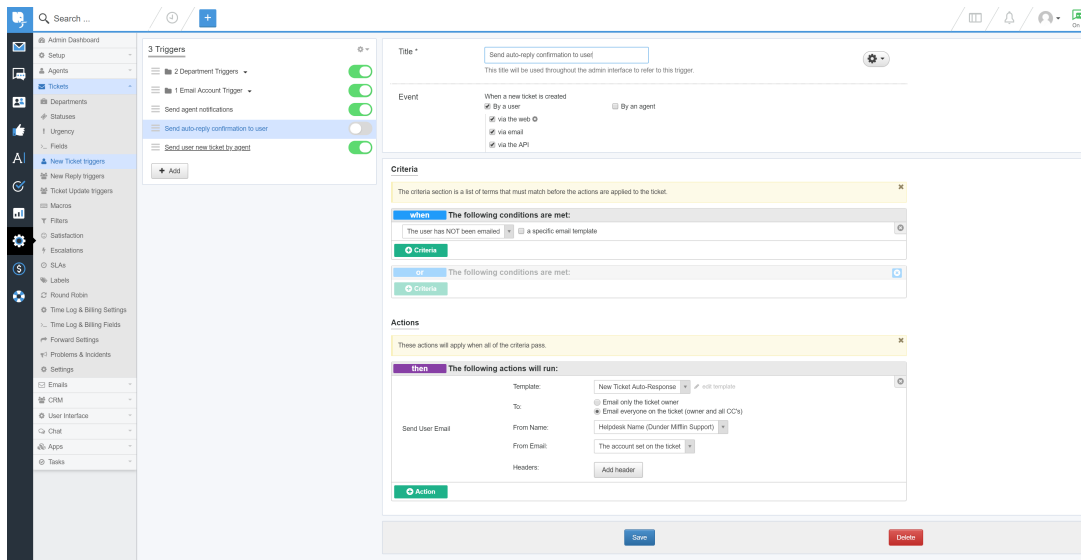
Triggers make setting up complex workflows a piece of cake, and enable you to automate routine and mundane tasks. This makes life easier for you, your teams, and your users.

There are a few built-in Triggers that control basic helpdesk functions. In fact, the mechanism you used to link email accounts to helpdesk Departments is a Trigger.

Triggers can run in response to a new ticket being created, a new reply to an existing ticket, or a when a ticket's properties change.

Trigger actions can include almost anything. For example, changing the properties of a ticket, or sending an auto-reply email to a user when they submit a new ticket.

In fact, let's try taking a look at that Trigger now so you can get a feel for how the feature works. Go to **Admin > Tickets > New Ticket Triggers**.



The screenshot shows the Deskpro Admin interface. On the left, a sidebar contains navigation options like Admin Dashboard, Setup, Agents, Tickets, Departments, and various settings. The 'New Ticket Triggers' section is active. The main panel shows a list of triggers, with 'Send auto-reply confirmation to user' selected. The configuration details for this trigger are displayed on the right, including the title, event, criteria, and actions.

Title: Send auto-reply confirmation to user
This title will be used throughout the admin interface to refer to this trigger.

Event: When a new ticket is created
 By a user
 By an agent

Criteria:
The criteria section is a list of terms that must match before the actions are applied to the ticket.
when The following conditions are met:
The user has NOT been emailed a specific email template
Criteria
or The following conditions are met:
Criteria

Actions:
These actions will apply when all of the criteria pass.
then The following actions will run:
Template: New Ticket Auto-Response rich template
 Email only the ticket owner
 Email everyone on the ticket (owner and all CC's)
Send User Email
To: [Empty field]
From Name: Helpdesk Name (Under MyIn: Support)
From Email: The account set on the ticket
Headers: Add header

Buttons: Save, Delete

Click the Trigger titled **Send auto-reply confirmation to user**. You will be able to see the Events that will cause the Trigger to run, and additional Criteria that need to be met in order for it to run.

If the Criteria are met, the Event will cause the Trigger to run the defined Actions.

You can choose to enable this Trigger by clicking the grey button in the list of Triggers, or you can experiment and create your own.

For more information on using triggers to automate helpdesk processes, [refer to our guide](#).

Or read the next article in the 'Getting Started' series on [managing and replying to tickets](#).