Automatically increase urgency for tickets from Organization Managers

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The Organization Manager feature in the CRM can be used to create automations that increase the urgency of tickets submitted by an Organization Manager.

Note

In case you aren't aware or are not using this feature, the Organization Manager is a User in the helpdesk appointed a Manager in the CRM for their Organization.

Being appointed Manager gives the User visibility over all tickets submitted by members of their organization when they log into the Help Center.

To automatically increase the urgency of tickets submitted by Organization Managers, you need to create a New Ticket Trigger. Go to **Business Rules** > **Triggers**, and create a Trigger with the criteria: **User is manager of organization**.

To update the urgency when the criteria are met, you can set the actions as either:

- **Increase urgency by** and enter the amount you would want the ticket urgency to increase by.
- **Change urgency to** and enter a value for the urgency tickets that meet the criteria will be set to.

You can also add other actions to the Trigger to run alongside the urgency update as needed.