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## Automate your Helpdesk

Lara Proud - 2023-09-19 - Commenti (0) - Getting Started

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

Triggers make setting up complex workflows simple and enable you to automate routine and mundane tasks; making life easier for you, your teams and your users.

There are a few built-in triggers that control basic helpdesk functions. They can run in response to a new ticket being created, a new reply to an existing ticket or when a ticket's properties change.

Trigger actions can include almost anything including changing the properties of a ticket or sending an autoreply to a user when they submit a ticket.

221 B Helpdesk 🗸	III V Problem with × Icould not Ioa × Issue with com × Nancy St apathabardle@ex apathabardle@ex apathabardle@ex	Add: New Trigger			
CONFIGURATION	Ticket Triggers     Triggers automatically perform actions in response to ticket events. You can also define	extr. (1) Properties			
CHANNELS					
AGENTS		This title will be used throughout the ad	min interface to refer to this Trigger.		
HELP CENTER	Q. Search	2 Event			
		Event			
TICKET STRUCTURE	0 selected 4 Action	New ticket	New ticket 👻		
	New Ticket Triggers New Reply Triggers Ticket Update Triggers	By User			
FEATURES	Title	Help Center	Website Widget	I API	
BUSINESS RULES ^	Apply: Per Department (11)	<ul> <li>Ticket Form Widget</li> </ul>	Email	Phone	
		Messenger	SMS	<ul> <li>WhatsApp</li> </ul>	
a Queues	Customer Support	Twitter	<ul> <li>Trust Pilot</li> </ul>		
Ticket Lists Triggers	Customer Support - EU	By Agent			
SLAs	Customer Support - AUS	Agent interface	IPI SI	🖉 Email	
A Escalations		Phone Call	Mobile apps	<ul> <li>Forwarding</li> </ul>	
S Round Robin	Customer Support - USA	Messenger	SMS	WhatsApp	
🗎 Agent Shifts	Complaints	Twitter	<ul> <li>Trust Pilot</li> </ul>		
✤ Macros ■ Interface Defaults	T Support	3 Criteria			
Recurring Tickets	If the criteria section is a list of terms that must match before the actions are applied to the Ticket.				
CRM	Finance	When the following conditions ar	e met:		1
APPS & INTEGRATIONS	Sales	Select	▪ Select	÷	W
	Training Booking	Or when the following condition	Or when the following conditions are met:		
DATA	HR Investigations	Select	▼ Select	Ψ	
	Apply: Per Email Account (3)				
	contact@221benergy.deskpro.com	These actions will apply when all of the criteria pass.			
	support@221benergy.deskpro.com	Then the following actions will ru	in		
🙆 🗴 Lara Proud		Create			Cano

To create and manage triggers go to **Admin > Business Rules > Triggers**.

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.

For more detail on triggers and helpdesk automation read the Triggers section of the Admin Guide.

Or read the next section of Getting Started, Personalizing your Help Center and Content.