

How can I automatically respond to users to let them know our office is closed?

Dan Baker - 2023-09-07 - Comments (0) - Admin

If you want to send Users an auto-response when they submit a ticket, to let them know it was received and provide information such as a delay in response you can leverage the helpdesk automations to do so.

For this article, we will use the example of a temporary office closure. The team is relocating to a new building, so responses will be disrupted for the week the move takes place, but the helpdesk will be left active. To set up an automatic reply to new tickets that tell users you're away and there will be a delay in response, you want to set up a Trigger.

In **Admin > Business Rules > Triggers**, you can use a trigger to send an email explaining that there will be a delay in replying.

Use Send auto-reply confirmation to User Trigger

For this instance, the premade **Send auto-reply confirmation to User** Trigger is ideal. You simply need to edit the Email Template associated with the Trigger to provide the information.

If you open this Trigger, under Actions you will see the option to *Edit Template*:

④ Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Send email to user

Templates

New Ticket Auto-Response

✎ Edit temp...

To

Email everyone on the ticket (owner and all CCs)

From name

Helpdesk name

From email

The account set on the ticket

Add headers

Select this to open the default Email Template. To edit the message, you want to select the phrase *user.emails.ticket_received*, which will open the custom phrase menu:

Template: admin.email_templates.em... Block: Name Phrase: helpcenter.emails.ticket_recei...
Email subject
1 helpcenter.emails.tickets_re
Email
1 <html>
2 <head>
3 blocks:resources.html.twig
4 </head>
5 <body>
6 emails_common:email_code_top.html.twig
7
8 blocks:header.html.twig
9
10 helpcenter.emails.greeting
11
12

13
14
15 helpcenter.emails.ticket_received
16
17 {% if app.isPortalEnabled() and can_login(recipient.id) %}
18

19
20 helpcenter.emails.ticket_access_ticket_online
21 {{ ticket_link }}
22 {% endif %}
23
24 blocks:footer.html.twig
25
26 emails_common:email_code_bottom.html.twig
27 </body>
28 </html>

Here, you can enter the message you wish to add. If you have other languages installed on your helpdesk, you will be able to add messages for each of these and the preview window to the right will show you the auto-reply message:

Template: admin.email_templates.em... Block: Name Phrase: helpcenter.emails.ticket_recei...
Edit Phrase: helpcenter.emails.ticket_received
English
Your ticket has been received. One of our agents will reply to you shortly.
Français
Votre ticket a bien été reçu. Un de nos agents va vous répondre sous peu.
Español
Recibimos tu boleto. Uno de nuestros agentes responderá pronto.
English (UK)
الإنجليزية
تم إستلام تذكرتك . سيقوم أحد مقدمي الخدمة بالرد عليك في أقرب وقت
Türkçe
Çağrı kaydınız alındı. Personelimiz kısa sürede cevap verecektir.
Deutsch
Wir haben Ihr Ticket erhalten. Einer unserer Mitarbeiter wird in Kürze antworten.

Once you're happy with the message, save the Phrase.

Preview

Default template

Use ticket: Refresh

Email subject

RE: Test

Email

Dear

Your ticket has been received. Due to an office move, there maybe a delay in a response until w/c 18/09

View and manage this ticket online: <https://221benenergy.deskpro.com/tickets/PJBB-2867-QVLR>

Kind Regards,
Hannah
Complaints

<https://221benenergy.deskpro.com/>

Then navigate back to **Business Rules > Triggers**, to make sure that the Trigger is enabled so it will be sent to any Users that submit a Ticket.

- ☐ **Apply: Global (9)**
- ☐

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Email about printer assign to Support
- ☐

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Assign Customer Support Tickets Via RR
- ☐

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Send agent notifications
- ☐

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Send user new ticket by agent
- ☐

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Send auto-reply confirmation to user