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New Feature: Even Better Automation

2014-10-02 - Ben Henley - [Comments \(0\)](#) - [Product](#)

Now your triggers and other automatic rules can be smarter. We've expanded DeskPRO's powerful, flexible automation system with even more criteria and actions.

New criteria you can check

During Working Hours: either the default hours set for your helpdesk, or custom hours just for that trigger. Need a trigger that only runs on weekends, or on Monday morning before your first coffee break? Now you can do it.

The screenshot shows the 'Criteria' configuration window. The title is 'Criteria' with a help icon. The main section is titled 'when The following conditions are met:'. Below this, there is a dropdown menu 'Is within working hours' with a star icon. There are two radio buttons: 'Default working hours' (unselected) and 'Set custom working hours' (selected). Under 'Set custom working hours', there are fields for 'Time' (09:00 to 18:00) and 'Timezone' (UTC). Below that are 'Work Days' with checkboxes for Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Under 'Holidays', there is a dropdown for '2014' and a button 'Add new holiday'. At the bottom left is a green button with a plus sign and the text 'Criteria'.

User is/is not: now you can check if a ticket belongs to your best (or worst) customer, and have your helpdesk treat it accordingly.

The screenshot shows the 'User is/is not' configuration window. The title is 'when The following conditions are met:'. Below this, there is a dropdown menu 'User' with the value '(user@example.com)'. There is a dropdown menu 'is' with a star icon. Below that is a green button with a plus sign and the text 'Criteria'. Below the 'Criteria' button is a dropdown menu 'or The follow' with the value '(user@example.com)'. A search dropdown is visible with the text 'user|' and a search icon, showing two options: '(user2@example.net)' and '(user@example.com)'. The first option is highlighted in blue.

Organization is/is not: you can check for a specific user organization, too.

when The following conditions are met:

Organization is

+ Criteria

or The following conditions are met:

+ Criteria

a

A1

Aardvark

Acme

Check API Key: if you're using the [DeskPRO API](#) to let external software integrate with your helpdesk, you can use this to check if an event was carried out by the API on behalf of an agent, or by the actual agent. Finally, an end to robots masquerading as humans.

or The following conditions are met:

Check API key is

+ Criteria

Check Performer Email: check the email address of the agent/user who caused a trigger event.

or The following conditions are met:

Check Performer Email contains

+ Criteria

Ticket Satisfaction: treat a ticket differently depending on the user's satisfaction score. (You'll need to have the ticket satisfaction survey enabled to use this.)



New actions you can run

Create Task: assign agents tasks using the DeskPRO **Tasks** app (read [more about this](#) and other tasks improvements).

then The following actions will run:

Task Title:

Due Date:

Create Task Public: Yes

Creator:

Assignee:

Action

Add Agent Note: you can now automatically add an internal agent note to a ticket.

then The following actions will run:

Author: Use the assigned agent if there is one ⓘ

Amelie Gent

Si Ales

Action

Send Email to a specific email address: now you can send an email to any address you like, without creating a helpdesk user. If you want to email an automated service, like email-to-Evernote or an email-to-fax gateway, this is the way to do it. You can send to a list of addresses, too.

then The following actions will run:

Email Address to Send to (separate multiple with commas):

Template:

Other improvements

Actions can now send **custom email headers:** email headers can affect how mail software processes messages.

Send Email

From Email:

Headers: : ✕

Set Agent Followers can now add the current agent.

then The following actions will run:

If you're new to DeskPRO automation and you want to learn all about the power of triggers, escalations, SLAs, macros and round robins, check out the admin manual section on [Automating the Helpdesk](#).

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