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Trigger criteria for null or blank Collecting Feedback

- Christopher Callaham
- **Forum name:** #Feature Request

When creating a trigger if a field is optional it would be nice to be able to say If the field is null then do this. Ex. A new ticket being created by agent in the agent interface, and they forget to set a 'Priority' and it is left blank. A trigger could be created to say If the 'Priority' is blank then set it to 'Normal' rather than If the priority is not Low, and Priority is not Normal, and Priority is not high then make the priority normal

Comments (1)

Christian

3 년 전

This would be a great way to track Agents that are forgetting to fill in fields and this information could be used for coaching/training.