

## Automatically create tasks with relative due dates

2019-09-02 - Colin Dunn - Comments (0) - Product

You don't just need to use your helpdesk for support, and increasing number of clients use Deskpro for change, workflow and [task management](#). A common example we see in [HR and Recruitment](#) would be a set of tasks to complete when a new employee joins or leaves a company - however you can apply this process in practically any working environment.

### What has been changed?

As part of our continuing efforts to improve [tasks and automations](#) you are now able to configure ticket triggers and escalations which can create a set of tasks for an agent, with **relative due dates**.



### When would we use this?

In the above example, we can see there are some main tasks to complete for a new hire.

1. The employee must immediately be familiarised with the fire exits and basic safety guidelines. **Within 24 hours of ticket creation.**
2. A suitable line manager must chosen for the employee, after they have had a change to settle in. **Within 7 days of ticket creation.**
3. The management team must review the employees Annual Bonus on a specific date.

This has infinite application, from IT Service Management, Sales and Government/Public Sector applications which require robust automation in their tasks and and workflows.

### In summary?

This is a very powerful enhancement to the tasks management system, allowing you to fully automate what has previously been delicate and tiresome workflow. There is now no need for a support manager to repeatedly create or enforce deadlines, the helpdesk will take care of this.

## **How do we get started?**

This feature will apply automatically after upgrading to 2019.7. The "Create Task" feature is available in all types of ticket trigger and escalation.