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New Feature: Even Better Automation

2014-10-02 - Ben Henley - [댓글 \(0\)](#) - [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. At the top, it says 'Criteria ?'. Below that, a blue button labeled 'when' is followed by the text 'The following conditions are met:'. Under this, there is a dropdown menu currently showing 'Is within working hours'. To the right of this dropdown is a small 'x' icon. Below the dropdown, there are two radio buttons: 'Default working hours' (unselected) and 'Set custom working hours' (selected). Under 'Set custom working hours', there are two sections: 'Time' and 'Timezone'. The 'Time' section has two time pickers: '09 : 00' and '18 : 00', with a 'to' label between them. The 'Timezone' section has a dropdown menu currently showing 'UTC'. Below these, there is a 'Work Days' section with checkboxes for 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. 'Monday' through 'Friday' are checked, while 'Saturday' and 'Sunday' are unchecked. Below that is a 'Holidays' section with a dropdown menu currently showing '2014' and a button labeled 'Add new holiday'. At the bottom of the window is a green button with a plus icon 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 'Criteria' configuration window. At the top, it says 'Criteria ?'. Below that, a blue button labeled 'when' is followed by the text 'The following conditions are met:'. Under this, there is a dropdown menu currently showing 'User'. To the right of this dropdown is a small 'x' icon. Below the dropdown, there is a text input field containing 'user|' and a search icon. Below the input field, there is a dropdown menu currently showing '(user@example.com)'. Below this, there is a green button with a plus icon and the text 'Criteria'. Below the 'Criteria' button, there is a blue button labeled 'or' followed by the text 'The follow'. Below this, there is a dropdown menu currently showing '(user@example.com)'.

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

when The following conditions are met:

Organization is [dropdown]

+ Criteria

or The following conditions are met:

+ Criteria

Search results for '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 Super User | Intranet link

+ 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 example.com

+ 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.)

Criteria ?

when The following conditions are met:

Ticket Satisfaction is Negative

+ Criteria

or The following conditions are met:

+ Criteria

Search results for 'Negative': Negative, Neutral, Positive

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:	
Create Task	Task Title:	<input type="text" value="Create new ID card"/>	
	Due Date:	<input type="text" value="02 October 2014"/>	
	Public:	<input checked="" type="checkbox"/> Yes	
	Creator:	<input type="text" value="Current Agent"/>	
	Assignee:	<input type="text" value="1st Level Support"/>	
<input type="button" value="Action"/>			

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

then		The following actions will run:	
Author:	<input checked="" type="checkbox"/> Use the assigned agent if there is one ?		
	<input checked="" type="radio"/> Amelie Gent		
	<input type="radio"/> Si Ales		
		<div></> ¶ B I T ☰ ☷ ⌵ ⌶ 🖼</div> <div>This ticket was checked by QA</div>	
<input type="button" value="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):	<input type="text" value="5553883938@email-to-text.€"/>	
	Template:	<input type="text" value="New ticket requires validation"/>	

Other improvements

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

Send Email

From Email: The account set on the ticket ▼

Headers: X-Custom-Header : deskpro ✕

Add header

Set Agent Followers can now add the current agent.

then The following actions will run:

Set Agent Followers ✕ Current Agent

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](#).

관련 콘텐츠

- [New Feature: Better Search for Users](#)
- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)
- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)
- [New Feature: Department Avatars](#)
- [New Feature: This Season's Designer Labels](#)
- [New Feature: Create Tasks Automatically](#)
- [New Feature: Close Tabs in Bulk](#)
- [New Feature: Primary Teams](#)
- [DeskPRO Build #370 Released](#)