

How can I best manage out-of-office agents accounts?

Ben Henley - 2023-10-06 - Comments (0) - Deskpro Legacy

This article has some suggestions for handling an agent going on vacation.

Out of Office replies

When an agent sets an automatic "out of office" message, you may get tickets created every time the message is sent.

The best way to handle these is to create a New Ticket trigger that will automatically delete the unwanted tickets:

Event	When a new ticket is created	
	<input checked="" type="checkbox"/> By a user	<input checked="" type="checkbox"/> By an agent
	<input type="checkbox"/> via the web ⚙	<input type="checkbox"/> via the agent interface
	<input checked="" type="checkbox"/> via email	<input checked="" type="checkbox"/> via email
	<input type="checkbox"/> via the API	<input type="checkbox"/> via the API

Criteria ?

when The following conditions are met:

Email Subject contains Out of Office Re

+ Criteria

or The following conditions are met:

+ Criteria

Actions

These actions will apply when all of the criteria pass.

then The following actions will run:

🗑 Delete Ticket

Prevent Emails To User

Prevent Emails To Agents

+ Action

Monitoring replies to the agents' assigned tickets

You may want to have the agent unassign all their tickets before they go away and have them assigned to other agents. Another way to handle this is to make sure that all their tickets are assigned to a team, so other members of the team can monitor any replies.

If you don't want to change any assignments, you could create a [custom filter](#) that shows you all the agent's tickets that are awaiting agent. This makes it easy to spot when a user replies while the agent is away.

New Filter

Title

Adaline holiday

Criteria

Ticket is active ⓘ

✖ Assigned Agent ▼ is ▼ ✖ Adaline Klein

✖ Status ▼ is ▼ ✖ Awaiting Agent

⊕ Add criteria

Round robins

Ensure that any round robins the agent is part of are set to **Only assign to agents that are online.**