

How can I best manage Out of Office Agent accounts?

Sean Kerwin - 2023-10-06 - Comments (0) - Admin

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, go to **Admin > Business Rules > Triggers**, and click the **New** button in the top right.

Add: New Trigger
✕

1 Properties

Title*

This title will be used throughout the admin interface to refer to this Trigger.

Enabled

2 Event

Event

By User

Help Center Website Widget API

Ticket Form Widget Email Phone

Messenger SMS WhatsApp

Twitter Trust Pilot

By Agent

Agent interface API Email

Phone Call Mobile apps Forwarding

Messenger SMS WhatsApp

Twitter Trust Pilot

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Email subject

contains

Out of Office Re

✕ +

Or when the following conditions are met:

Select...

Select...

✕ +

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Delete ticket

Define reason for delete

✕ +

Create
Cancel

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, an Admin can create a [custom queue](#) that shows you all the agent's tickets that have the status **Awaiting Agent**, or Agents can create a Ticket List. This makes it easy to spot when a user replies while the agent is away.

The screenshot shows the Zendesk Tickets interface. On the left, there's a sidebar with 'Queues' and 'Lists'. The 'Lists' section has an 'Unsaved List' button with a 'Save' sub-button, indicated by a red arrow. The main area displays a table of tickets with columns for ID, Subject, Agent, User, and Date Last Reply. The right sidebar contains a 'Filter' section with various dropdown menus like 'Ticket Status', 'Urgency', 'SLA Status', 'Agent', 'Assigned Agent Is', 'Assigned Team', 'Followers', 'User', 'Organization', 'Users', 'More', 'Date / Time', 'Properties', 'Department', 'Labels', 'Star', 'Brand', and 'Language'. A red arrow points to the 'Assigned Agent Is' dropdown, which is currently set to 'Ashton Hale X'.

ID	Subject	Agent	User	Date Last Reply
183	Modi dolores facere. ⭐	Ashton Hale	Marques Satterfield <iesley.hudson@ex...>	4 yrs
144	Qui recusandae eum eligendi officia. ⭐	Ashton Hale	Irma Feeney <samir.greenfelder@esamp...>	3 yrs
134	Mollitia et aut. ⭐	Ashton Hale	Kelley Jacobi <rony.boyle@example.org>	4 yrs
51	Qui in quasi nesciunt recusandae nihil. ⭐	Ashton Hale	Ezra Kiis <clreiger@example.net>	3 yrs
24	Minus non aut qui. ⭐	Ashton Hale	Emory Kub <zac.kitback@example.com>	4 yrs

Round robins

Ensure that any Round Robins the Agent is part of are set to **Only assign to Agents that are online.**

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- [Why is the helpdesk rejecting emails when an agent 'Out of Office' automatic reply has been set up?](#)