

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

Ticket Form Widget

Messenger

Twitter

Website Widget

Email

SMS

Trust Pilot

By Agent

Agent interface

Phone Call

Messenger

Twitter

API

Mobile apps

SMS

Trust Pilot

Email

Forwarding

WhatsApp

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:

contains

Or when the following conditions are met:

Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

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 displays the Zendesk Tickets interface. On the left, there is a sidebar with 'Queues' and 'Lists' sections. The 'Lists' section includes an 'Unsaved List' button with a 'Save' sub-button, highlighted by a red arrow. The main area shows a table of tickets with columns for ID, Subject, Agent, User, and Date Last Reply. A filter bar at the top contains the query 'ticket.status IN (awaiting_agent) AND ticket.agent IN (6)'. On the right, a 'Filter' panel is visible, with a red arrow pointing to the 'Assigned Agent Is' dropdown menu, which is currently set to 'Ashton Hale X'. The bottom of the interface shows the user profile 'John Doe' and 'Deskpro'.

Round robins

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

Saistītāis saturs

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