I'm having trouble with duplicate actions from a custom trigger

Ben Henley - 2023-08-29 - Comments (0) - Deskpro Legacy

Question:

I added a custom trigger, but sometimes it seems like it is running twice in a row, or performing two similar actions. What's happening?

Answer:

This can happen if your custom trigger carries out the same action as one of the built-in triggers.

Example: you have set up a custom **New Ticket** trigger to email the user when certain tickets are created in the Sales department, but you forgot that the Department trigger for the Sales department is still set up to send an auto-response email. If a ticket meets the criteria for both triggers, the user will receive two emails for the same ticket event.

You should check the Full Log section of an affected ticket to confirm that this is the problem.

To fix this, disable the action on the built-in trigger. If you still want the action to apply if your custom trigger doesn't run, set up a second custom trigger with opposite criteria.