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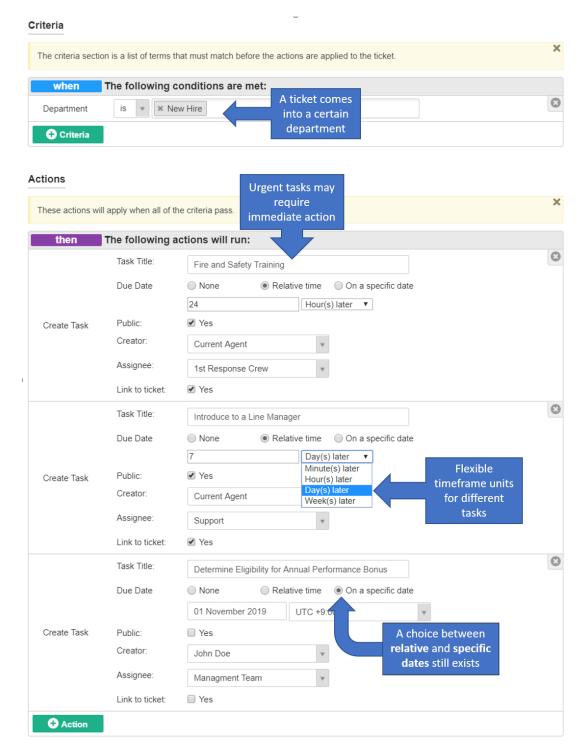
# Automatically create tasks with relative due dates

2019-09-02 - Colin Dunn - Comments (0) - Product

You don't just need to use your helpdesk for support, and increasing number of clients use Deskpro for change, workflow and <u>task management</u>. A common example we see in <u>HR</u> <u>and Recruitment</u> would be a set of tasks to complete when a new employee joins or leaves a company - however you can apply this process in practically any working environment.

## What has been changed?

As part of our continuing efforts to improve <u>tasks and automations</u> you are now able to configure ticket triggers and escalations which can create a set of tasks for an agent, with **relative due dates.** 



#### When would we use this?

In the above example, we can see there are some main tasks to complete for a new hire.

- 1. The employee must immediately be familiarised with the fire exits and basic safety guidelines. **Within 24 hours of ticket creation.**
- 2. A suitable line manager must chosen for the employee, after they have had a change to settle in. **Within 7 days of ticket creation.**

3. The management team must review the employees Annual Bonus on a specific date.

This has infinite application, from IT Service Management, Sales and Government/Public Sector applications which require robust automation in their tasks and and workflows.

## In summary?

This is a very powerful enhancement to the tasks management system, allowing you to fully automate what has previously been delicate and tiresome workflow. There is now no need for a support manager to repeatedly create or enforce deadlines, the helpdesk will take care of this.

## How do we get started?

This feature will apply automatically after upgrading to 2019.7. The "Create Task" feature is available in all types of ticket trigger and escalation.