

How do I automatically increase ticket urgency on tickets from organization managers?

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If your agents are using the CRM app to record which users are managers of their organizations, you could use this information to increase the urgency of managers' tickets:

Title *

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

Event When a new ticket is created

<input checked="" type="checkbox"/> By a user	<input checked="" type="checkbox"/> By an agent
– <input checked="" type="checkbox"/> via the web	– <input checked="" type="checkbox"/> via the agent interface
– <input checked="" type="checkbox"/> via email	– <input checked="" type="checkbox"/> via email
– <input checked="" type="checkbox"/> via the API	– <input checked="" type="checkbox"/> via the API

Criteria

when The following conditions are met:

Is manager of organization

or The following conditions are met:

Usergroup is

Actions

then The followings actions will run:

Set Priority

Set Urgency

Save

Note that the trigger makes the ticket more urgent if the user is a manager, or belongs to the VIPs usergroup. It increases the urgency by 5, up to a maximum of 10.