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Increasing the priority of tickets when emails are marked with High Importance

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Often users will set an email to high importance through their mail client, when they would like you to prioritise their request.

This sets an importance email header in their email to high

You can use triggers in Deskpro to recognise this header and then automate actions to prioritise the ticket accordingly.

Example

Trigger Criteria

We want our trigger to run when the event is an email from a user and the email contains the Header Importance with the value high

Therefore we'll set the Event section to email by user.

Then in criteria we'll add email header and then specify the importance header and the value per the screenshot below:

The screenshot shows the configuration of a trigger in the Deskpro Admin interface. The trigger is titled 'High importance' and is enabled. In the 'Event' section, 'New ticket' is selected for 'Event' and 'By User' for 'By'. Under 'By', 'Email' is selected. In the 'Criteria' section, a condition is defined: 'When the following conditions are met:' followed by 'Email header Importance is high'.

① Properties

Title*
High importance

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

Enabled

② Event

Event
New ticket

By User

Help Center Website Widget API
 Ticket Form Widget Email Phone
 Messenger SMS WhatsApp
 Twitter

By Agent

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 header Importance is high

This example is for a new ticket trigger. You could also configure this as a new reply trigger as users may want to increase the urgency as the ticket progresses.

Trigger Actions

You can obviously add whatever actions will best prioritise the ticket through your workflows.

A simple example might be to increase the value of the inbuilt Urgency field:

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Set urgency	Change urgency to
	Ten
<input type="checkbox"/> Only set if urgency is lower	
– +	