

4) Automate your Helpdesk

Lara Proud - 2021-11-17 - Comment (1) - Getting Started

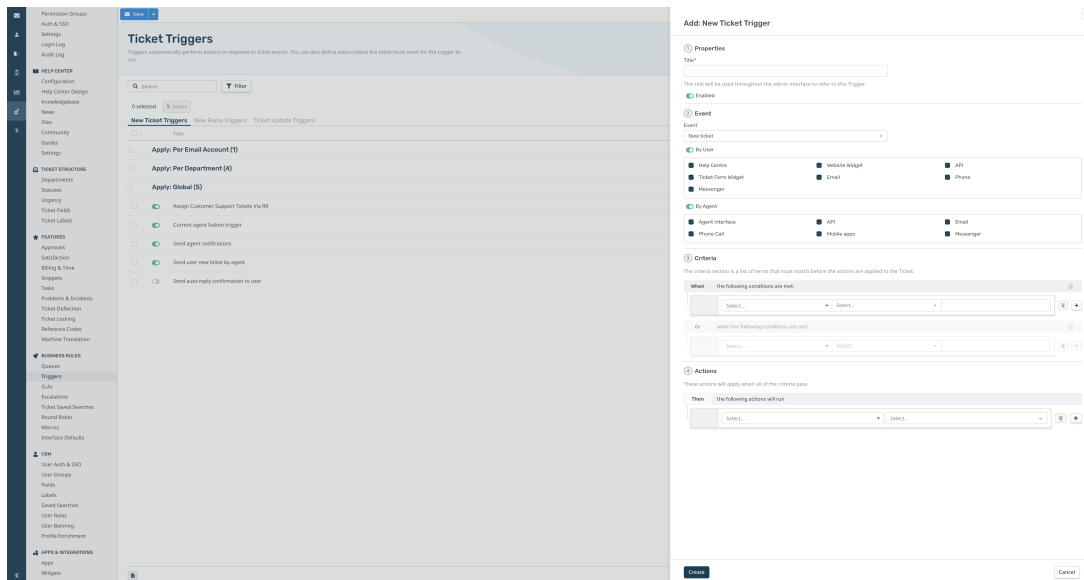
Deskpro customers often tell us that one of their favorite features is Triggers, which automatically run predefined actions in response to ticket events.

Triggers make setting up complex workflows simple and enable you to automate routine and mundane tasks; making life easier for you, your teams and your users.

There are a few built-in triggers that control basic helpdesk functions. They can run in response to a new ticket being created, a new reply to an existing ticket or when a ticket's properties change.

Trigger actions can include almost anything including changing the properties of a ticket or sending an auto-reply to a user when they submit a ticket.

To create and manage triggers go to **Admin > Business Rules > Triggers**.



The screenshot displays the Deskpro Admin interface. On the left is a navigation sidebar with categories like 'HELP CENTER', 'TICKET STRUCTURE', 'BUSINESS RULES', 'CRM', and 'APPS & INTEGRATIONS'. The main content area is titled 'Ticket Triggers' and lists various triggers such as 'Apply Per Email Account (1)', 'Apply Per Department (4)', and 'Apply Global (0)'. On the right, a modal window titled 'Add: New Ticket Trigger' is open, showing configuration options for a new trigger. The modal includes sections for 'Properties' (Title), 'Event' (New ticket), 'By User' (Help Centre, Ticket Form Widget, Messenger, etc.), 'By Agent' (Agent Interface, Phone Call, etc.), 'Criteria' (When and Do conditions), and 'Actions' (Then actions).

You will be able to see the events that will cause the trigger to run and additional criteria that need to be met in order for it to run.

If the criteria are met, the event will cause the trigger to run the defined actions.

For more detail on triggers and helpdesk automation read the [Triggers](#) section of the Admin

Guide.

Or read the next section of **Getting Started**, [Personalizing your Help Center and Content](#).