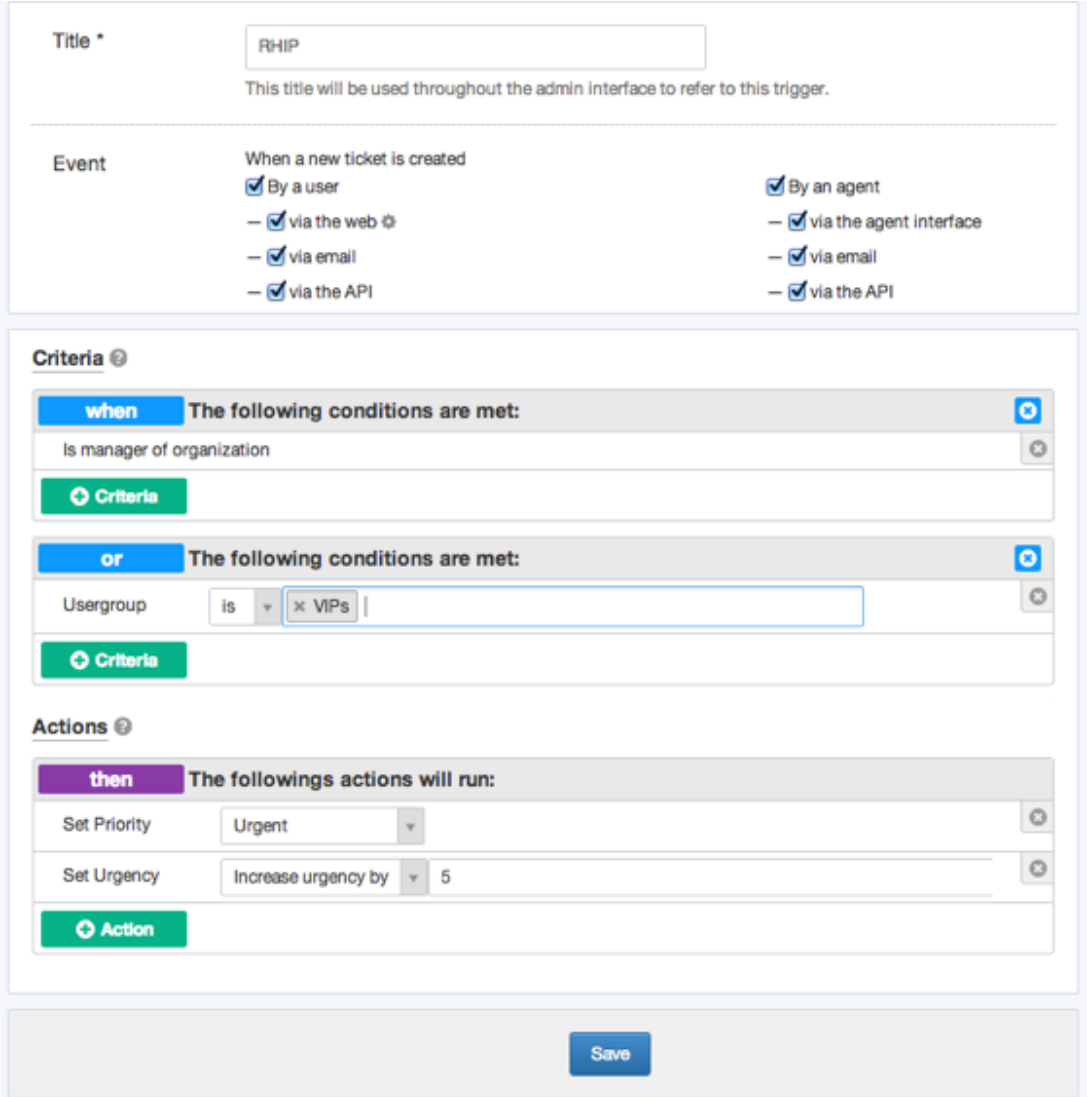
How do I automatically increase ticket urgency on tickets from organization managers?

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

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:



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.