

What are the default triggers for?

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Your helpdesk comes with default triggers which carry out basic helpdesk processes like:

- Sending an email to the user when an agent replies to their ticket
- Sending notification emails to agents based on their [notification preferences](#)
- Sending a notification email to the user when an agent creates a new ticket for them
- Carrying out email validation for a new user (if enabled on your helpdesk)

These are explained in the [Default triggers](#) section of the admin manual.

Be careful not to change or disable the default triggers on your helpdesk until you understand what they do.