

Base de Conhecimentos > Getting Started > Automate your Helpdesk

Automate your Helpdesk

Lara Proud - 2023-09-19 - Comentários (0) - 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 autoreply to a user when they submit a ticket.

221 B Helpdesk ~	IE v Problem with × agathabardle@ex I could not loa × agathabardle@ex I saue with com × agathabardle@ex Nancy St agathabardle@ex	Add: New Trigger			
CONFIGURATION	© Ticket Triggers Triggers automatically perform actions in response to ticket events. You can also define	extr. (1) Properties Title*			
CHANNELS		This title will be used throughout the adm			
AGENTS		 Enabled 	in interface to refer to this ingger.		
HELP CENTER	Q. Search Tilter	2 Event			
TICKET STRUCTURE	0 selected 🗲 Action	Event New ticket			
	New Ticket Triggers New Reply Triggers Ticket Update Triggers	By User			
FEATURES	Title	Help Center	Website Widget	API	
BUSINESS RULES ^	Apply: Per Department (11)	 Ticket Form Widget 	Email	Phone	
		Messenger	SMS	WhatsApp	
Queues	Customer Support	Twitter	 Trust Pilot 		
Ticket Lists Triggers		O By Agent			
SLAs	Customer Support - AUS	Agent interface	API	Email	
A Escalations		Phone Call	Mobile apps	 Forwarding 	
G Round Robin	Customer Support - USA	Messenger	SMS	 WhatsApp 	
🖨 Agent Shifts	Complaints	Twitter	 Trust Pilot 		
Hacros	IT Support	3 Criteria			
Recurring Tickets	I D HR	The criteria section is a list of terms that r	nust match before the actions are applied to the	Ticket.	
CRM	Finance	When the following conditions are	met:		
APPS & INTEGRATIONS	🗌 💽 Sales	Select	▼ Select	*	
	Training Booking	Or when the following condition	ns are met:		
DATA	HR Investigations	Select	▼ Select	*	
	Apply: Per Email Account (3)	(4) Actions			
	contact@221benergy.deskpro.com	These actions will apply when all of the cr			
	support@221benergy.deskpro.com	Then the following actions will run	1		
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To create and manage triggers go to **Admin > Business Rules > Triggers**.

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.