

How can I best manage Out of Office Agent accounts?

Sean Kerwin - 2023-10-06 - Comments (0) - Admin

This article has some suggestions for handling an agent going on vacation.

Out of Office replies

When an agent sets an automatic "out of office" message, you may get tickets created every time the message is sent.

The best way to handle these is to create a New Ticket trigger that will automatically delete the unwanted tickets, go to **Admin > Business Rules > Triggers**, and click the **New** button in the top right.

Add: New Trigger

1 Properties

Title*
Out of office

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

Enabled

2 Event

Event
New ticket

By User

☐ Help Center

☐ Ticket Form Widget

☐ Messenger

☐ Twitter

☐ Website Widget

☒ Email

☐ SMS

☐ Trust Pilot

☐ API

☐ Phone

☐ WhatsApp

By Agent

☐ Agent interface

☐ Phone Call

☐ Messenger

☐ Twitter

☐ API

☐ Mobile apps

☐ SMS

☐ Trust Pilot

☒ Email

☐ Forwarding

☐ WhatsApp

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 subject

contains

Out of Office Re

Or when the following conditions are met:

Select...

Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Delete ticket

Define reason for delete

CreateCancel

Monitoring replies to the agents' assigned tickets

You may want to have the agent unassign all their tickets before they go away and have them assigned to other agents. Another way to handle this is to make sure that all their tickets are assigned to a team, so other members of the team can monitor any replies.

If you don't want to change any assignments, an Admin can create a [custom queue](#) that shows you all the agent's tickets that have the status **Awaiting Agent**, or Agents can create a Ticket List. This makes it easy to spot when a user replies while the agent is away.

The screenshot shows the Zendesk Tickets interface. On the left, the 'Queues' sidebar lists various ticket queues. The main area displays a list of tickets with columns for ID, Subject, Agent, User, and Date Last Reply. On the right, the 'Filter' sidebar allows filtering tickets by status, urgency, agent, and other properties. Two red arrows highlight specific features: one points to the 'Unsaved List' button in the 'Lists' section of the left sidebar, and the other points to the 'Assigned Agent Is' filter in the 'Agent' section of the right sidebar.

ID	Subject	Agent	User	Date Last Reply
183	Modi dolores facere. ⭐	Ashton Hale	Marques Satterfield <lesley.hudson@example.com>	4 yrs
144	Qui recusandae eum eligendi officia. ⭐	Ashton Hale	Irma Feeney <samir.greenfelder@example.com>	3 yrs
134	Mollitia et aut. ⭐	Ashton Hale	Kelley Jacobi <rony.boyle@example.org>	4 yrs
51	Qui in quasi nesciunt recusandae nihil. ⭐	Ashton Hale	Ezra Kitis <clreiger@example.net>	3 yrs
24	Minus non aut qui. ⭐	Ashton Hale	Emory Kub <cack.kilback@example.com>	4 yrs

Round robins

Ensure that any Round Robins the Agent is part of are set to **Only assign to Agents that are online.**

Related Content

- [Why is the helpdesk rejecting emails when an agent 'Out of Office' automatic reply has been set up?](#)