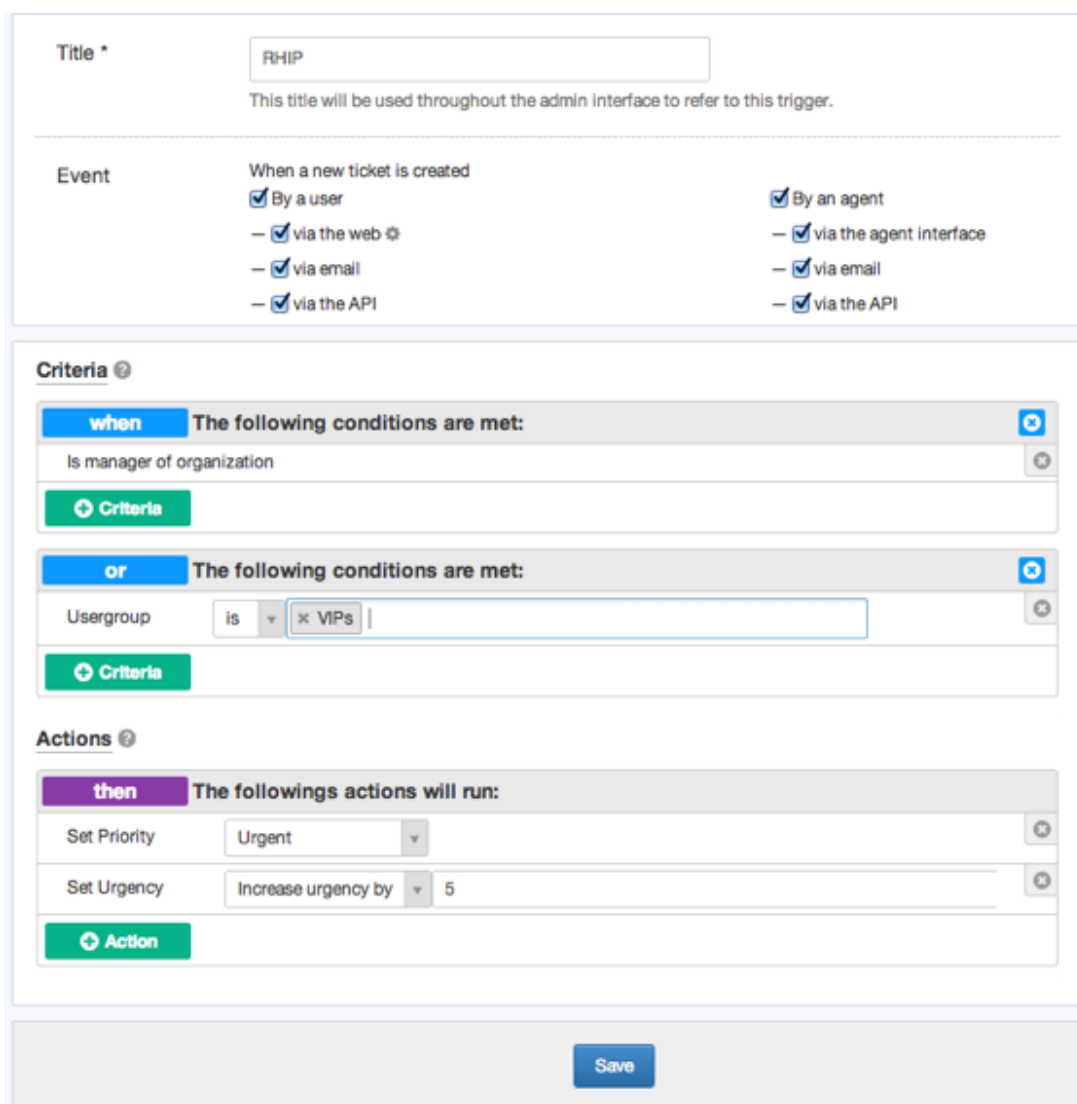


How do I automatically increase ticket urgency on tickets from organization managers?

Ben Henley - 2023-08-31 - Comments (0) - 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:



The screenshot shows the configuration interface for a trigger in Deskpro Legacy. It is divided into three main sections: Title, Event, and Criteria/Actions.

- Title:** A text field contains "RHIP". Below it, a note states: "This title will be used throughout the admin interface to refer to this trigger."
- Event:** A section titled "When a new ticket is created" with two columns of checkboxes.
 - By a user:** ☒ via the web, ☒ via email, ☒ via the API.
 - By an agent:** ☒ via the agent interface, ☒ via email, ☒ via the API.
- Criteria:** A section with two criteria added.
 - when:** "The following conditions are met:"
 - Is manager of organization
 - or:** "The following conditions are met:"
 - Usergroup is
- Actions:** A section with two actions added.
 - then:** "The followings actions will run:"
 - Set Priority: Urgent
 - Set Urgency: Increase urgency by 5

A "Save" button is located at the bottom right of the configuration area.

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.