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# Automatically create tasks with relative due dates

2019-09-02 - Colin Dunn - Komentarjev (0) - Product

You don't just need to use your helpdesk for support, and increasing number of clients use Deskpro for change, workflow and <u>task management</u>. A common example we see in <u>HR and Recruitment</u> would be a set of tasks to complete when a new employee joins or leaves a company - however you can apply this process in practically any working environment.

#### What has been changed?

As part of our continuing efforts to improve <u>tasks and automations</u> you are now able to configure ticket triggers and escalations which can create a set of tasks for an agent, with **relative due dates.** 

#### Criteria × The criteria section is a list of terms that must match before the actions are applied to the ticket. The following conditions are met: A ticket comes 3 Department ▼ X New Hire into a certain department **⊕** Criteria Actions Urgent tasks may require These actions will apply when all of the criteria pass immediate action The following actions will run: 0 Task Title: Fire and Safety Training Due Date None 24 Hour(s) later ▼ Public: ✓ Yes Create Task Creator: Current Agent Assignee: 1st Response Crew Link to ticket Yes 0 Task Title: Introduce to a Line Manager Due Date None Day(s) later Minute(s) later Flexible Public: Yes Create Task Hour(s) later timeframe units Creator: Current Agent for different Week(s) later tasks Assignee: Support Link to ticket: Yes 0 Task Title: Determine Eligibility for Annual Performance Bonus Due Date None On a specific date Relative time 01 November 2019 UTC +9:0 Create Task Public: Yes A choice between relative and specific Creator: John Doe

## When would we use this?

Action

Assignee:

Link to ticket:

In the above example, we can see there are some main tasks to complete for a new hire.

Managment Team

Yes

1. The employee must immediately be familiarised with the fire exits and basic safety guidelines. **Within 24** hours of ticket creation.

dates still exists

- 2. A suitable line manager must chosen for the employee, after they have had a change to settle in. Within 7 days of ticket creation.
- 3. The management team must review the employees Annual Bonus on a specific date.

This has infinite application, from IT Service Management, Sales and Government/Public Sector applications

which require robust automation in their tasks and and workflows.

## In summary?

This is a very powerful enhancement to the tasks management system, allowing you to fully automate what has previously been delicate and tiresome workflow. There is now no need for a support manager to repeatedly create or enforce deadlines, the helpdesk will take care of this.

## How do we get started?

This feature will apply automatically after upgrading to 2019.7. The "Create Task" feature is available in all types of ticket trigger and escalation.