

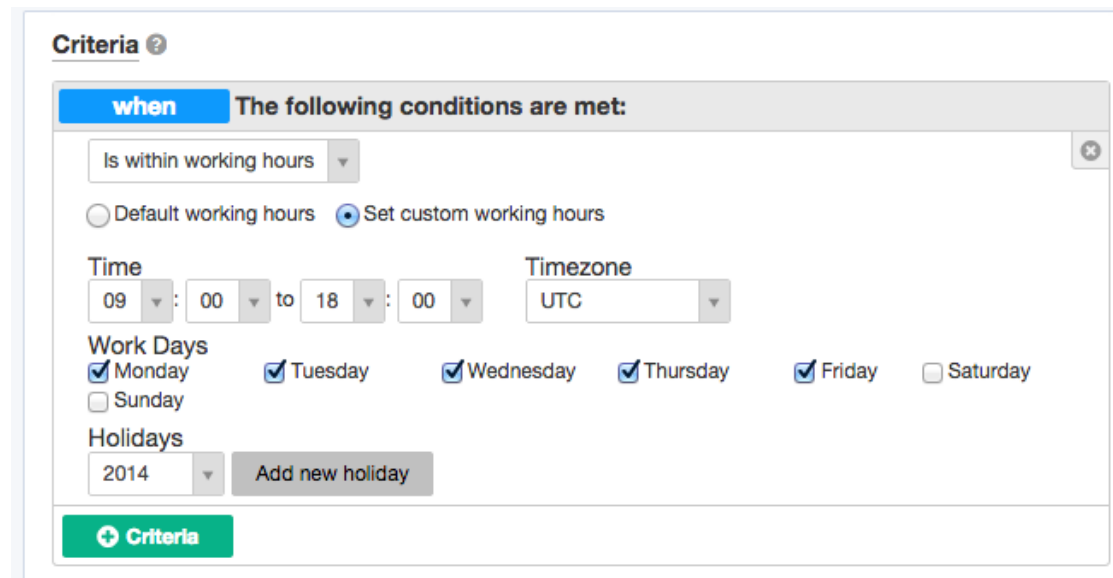
New Feature: Even Better Automation

2014-10-02 - Ben Henley - [Komentarjev \(0\)](#) - [Product](#)

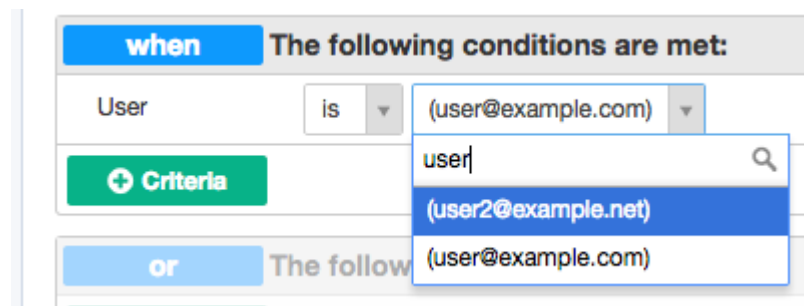
Now your triggers and other automatic rules can be smarter. We've expanded DeskPRO's powerful, flexible automation system with even more criteria and actions.

New criteria you can check

During Working Hours: either the default hours set for your helpdesk, or custom hours just for that trigger. Need a trigger that only runs on weekends, or on Monday morning before your first coffee break? Now you can do it.



User is/is not: now you can check if a ticket belongs to your best (or worst) customer, and have your helpdesk treat it accordingly.



Organization is/is not: you can check for a specific user organization, too.

when The following conditions are met:

Organization is [dropdown]

+ Criteria

or The following conditions are met:

+ Criteria

Search results for 'a': A1, Aardvark, Acme

Check API Key: if you're using the [DeskPRO API](#) to let external software integrate with your helpdesk, you can use this to check if an event was carried out by the API on behalf of an agent, or by the actual agent. Finally, an end to robots masquerading as humans.

or The following conditions are met:

Check API key is Super User | Intranet link

+ Criteria

Check Performer Email: check the email address of the agent/user who caused a trigger event.

or The following conditions are met:

Check Performer Email contains example.com

+ Criteria

Ticket Satisfaction: treat a ticket differently depending on the user's satisfaction score. (You'll need to have the ticket satisfaction survey enabled to use this.)

Criteria ?

when The following conditions are met:

Ticket Satisfaction is Negative

+ Criteria

or The following conditions are met:

+ Criteria

Search results for 'Negative': Negative, Neutral, Positive

New actions you can run

Create Task: assign agents tasks using the DeskPRO **Tasks** app (read [more about this](#) and other tasks)

improvements).

then		The following actions will run:	
Create Task	Task Title:	Create new ID card	
	Due Date:	02 October 2014	
	Public:	☒ Yes	
	Creator:	Current Agent	
	Assignee:	1st Level Support	
Action			

Add Agent Note: you can now automatically add an internal agent note to a ticket.

then		The following actions will run:	
Author:	☒ Use the assigned agent if there is one ?		
	☒ Amelie Gent		
	☐ Si Ales		
		</> ¶ B I T :≡ :≡ ≡ ≡ 📎 This ticket was checked by QA	
Action			

Send Email to a specific email address: now you can send an email to any address you like, without creating a helpdesk user. If you want to email an automated service, like email-to-Evernote or an email-to-fax gateway, this is the way to do it. You can send to a list of addresses, too.

then		The following actions will run:	
	Email Address to Send to (separate multiple with commas):	5553883938@email-to-text.€	
	Template:	New ticket requires validation	

Other improvements

Actions can now send **custom email headers**: email headers can affect how mail software processes messages.

Send Email

From Email: The account set on the ticket ▼

Headers: X-Custom-Header : deskpro ✕

Add header

Set Agent Followers can now add the current agent.

then The following actions will run:

Set Agent Followers ✕ Current Agent

If you're new to DeskPRO automation and you want to learn all about the power of triggers, escalations, SLAs, macros and round robins, check out the admin manual section on [Automating the Helpdesk](#).

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- [New Feature: Better Search for Users](#)
- [New Feature: Email Log Mass Actions](#)
- [New Feature: Shift-Click To Open Tabs In Background](#)
- [New Feature: Chat Search](#)
- [New Feature: Time for a Team Picture](#)
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