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# Creating Triggers for Auto-Triaging Tickets in Deskpro based on keywords

Kim - 2024-07-26 - [Yorumlar \(0\)](#) - [Using Deskpro](#)

Triggers are a powerful tool for auto-triaging incoming tickets by assigning them to specific queues, departments, teams, or agents based on predefined criteria.

## Step-by-Step Guide:

### Navigate to Trigger Setup:

- Go to Admin > Business Rules > Triggers > + New Trigger

### Define the Trigger Properties:

- Give the trigger a meaningful name that you can easily reference. This name will help you find and manage the trigger within Deskpro.

#### 1 Properties

Title\*

New Sales opportunity

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

Enabled

### Select the Event:

- For this example, we will choose the event "New ticket."

## ② Event

### Event

New ticket

By User

- Help Center
- Ticket Form Widget
- Messenger
- Twitter
- Instagram

- Website Widget
- Email
- SMS
- Trust Pilot

- API
- Phone
- WhatsApp
- Facebook

By Agent

- Agent interface
- Phone Call
- Messenger
- Twitter
- Instagram

- API
- Mobile apps
- SMS
- Trust Pilot

- Email
- Forwarding
- WhatsApp
- Facebook

## Set the Criteria:

- In this example we'll assign tickets that include specific keywords to the predefined sales queue. In the criteria section, select Subject > contains and enter the keywords you want to filter for. You can stack multiple criteria using AND and OR logic to fine-tune the conditions.

## 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:

Subject contains quote x pricing x purchase x order x trial x partnership x interested x

When the following conditions are met:

- AND Criteria: Use this to narrow down the tickets by combining multiple conditions.

OR Criteria: Use this to broaden the selection by adding more keywords or conditions.

Or when the following conditions are met:

User message contains interested in x looking for x requesting a quote x budget x evaluating x can we schedule a call x

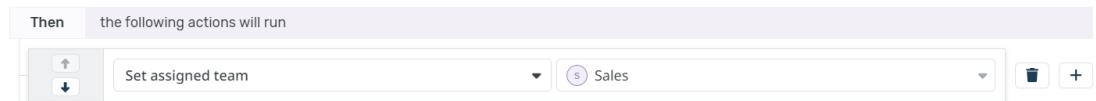
Or when the following conditions are met:

## Define Actions:

- Set the actions to be performed when the criteria are met. In this example, we will assign the ticket to the sales team.

#### 4 Actions

These actions will apply when all of the criteria pass.



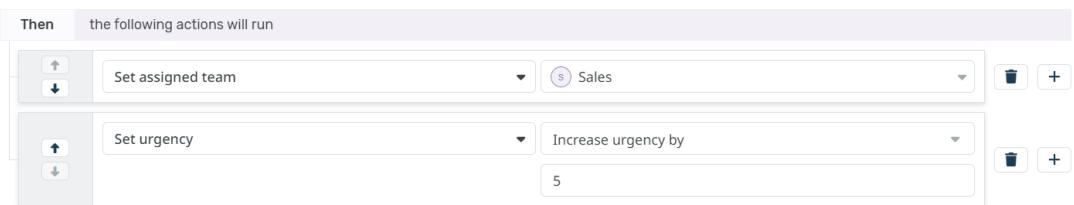
Then the following actions will run

|                                  |                   |                                  |  |                                       |                                    |
|----------------------------------|-------------------|----------------------------------|--|---------------------------------------|------------------------------------|
| <input type="button" value="↑"/> | Set assigned team | <input type="button" value="↓"/> | <input type="button" value="S Sales"/> | <input type="button" value="Delete"/> | <input type="button" value="Add"/> |
|----------------------------------|-------------------|----------------------------------|--|---------------------------------------|------------------------------------|

- You can add multiple actions, such as setting urgency levels to ensure the ticket is addressed promptly. In this example we'll increase the urgency by 5 points.

#### 4 Actions

These actions will apply when all of the criteria pass.



Then the following actions will run

|                                  |                   |                                  |  |                                       |                                       |                                    |
|----------------------------------|-------------------|----------------------------------|--|---------------------------------------|---------------------------------------|------------------------------------|
| <input type="button" value="↑"/> | Set assigned team | <input type="button" value="↓"/> | <input type="button" value="S Sales"/> | <input type="button" value="Delete"/> | <input type="button" value="Add"/>    |                                    |
| <input type="button" value="↑"/> | Set urgency       | <input type="button" value="↓"/> | Increase urgency by                    | <input type="button" value="5"/>      | <input type="button" value="Delete"/> | <input type="button" value="Add"/> |

These are just a few examples of how you can use triggers to efficiently triage incoming tickets. The flexibility of Deskpro allows you to create customized workflows tailored to your helpdesk's needs.