

知识库 > Using Deskpro > Admin > How do I automatically assign agents to tickets they reply to using email?

How do I automatically assign agents to tickets they reply to using email?

Sangeetha Lakshminarayana - 2023-09-13 - Comments (0) - Admin

With some helpdesks, Agents answer users via email rather than using the Agent Interface.

In this situation, it would be useful to assign tickets to the first agent to reply.

Here's how to do that with a Trigger:

- Go to Admin > Business Rules > Triggers > New Reply Triggers and click New to make a new trigger.
- 2. Add a title for the trigger.
- 3. Under Event, uncheck everything except By Agent, and Email.
- 4. Under Criteria, add Agent / is / Unassigned agents.
- 5. Under Actions, add Set assigned agent / Current agent.
- 6. Click **Save**.

Add: New Trigger

1 Properties		
Title*		
Assign agent to ticket if replies via e	email	
This title will be used throughout the	admin interface to refer to this Trigger.	
Enabled		
2 Event		
Event		
New reply	-	
🔘 By User		
💽 By Agent		
Agent interface	API	🗹 Email
Phone Call	Mobile apps	Forwarding
SMS	□ WhatsApp	Twitter
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:					Π.
	Agent	▼ is	•	Unassigned agents \times	-	
Or	when the following conditions a	are met:				
	Select	▼ Select	~			-
4 Action	ns ns will apply when all of the criter	ia pass.				
Then	the following actions will run					
	Set assigned agent	•	C Current agent		•	*