

## Automatically create tasks with relative due dates

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

You don't just need to use your helpdesk for support, and increasing number of clients use Deskpro for change, workflow and [task management](#). A common example we see in [HR and Recruitment](#) 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 [tasks and automations](#) 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.

**when** The following conditions are met:

Department is

**+ Criteria**

A ticket comes into a certain department

## Actions

These actions will apply when all of the criteria pass.

**then** The following actions will run:

Task Title:

Due Date: ☐ None ☒ Relative time ☐ On a specific date

Hour(s) later

Create Task

Public: ☒ Yes

Creator:

Assignee:

Link to ticket: ☒ Yes

Task Title:

Due Date: ☐ None ☒ Relative time ☐ On a specific date

Day(s) later

Create Task

Public: ☒ Yes

Creator:

Assignee:

Link to ticket: ☒ Yes

Task Title:

Due Date: ☐ None ☐ Relative time ☒ On a specific date

UTC +9:00

Create Task

Public: ☐ Yes

Creator:

Assignee:

Link to ticket: ☐ Yes

**+ Action**

Urgent tasks may require immediate action

Flexible timeframe units for different tasks

A choice between relative and specific dates still exists

## When would we use this?

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

1. The employee must immediately be familiarised with the fire exits and basic safety guidelines. **Within 24 hours of ticket creation.**
2. A suitable line manager must be chosen for the employee, after they have had a chance 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 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.