

Automating Tickets with Ticket Timers

You can automate ticket actions by using ticket timers for a set future date and time. You can change the status, owner, department, classification, priority, and impact, as well as schedule followups and comments, and emails at a pre-defined date and time all within a single ticket timer.

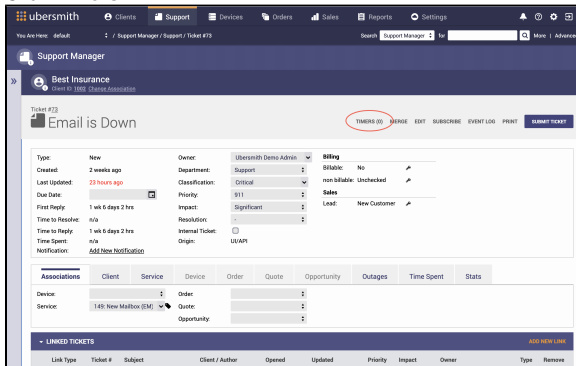
Choose the criteria you want to change, by configuring the appropriate fields, and skipping the ones you do not need. Once a ticket timer runs, it is done.

An example of a ticket timer in use is to reopen a ticket you put on hold for a certain date and time.

Automatically Updating Support Tickets

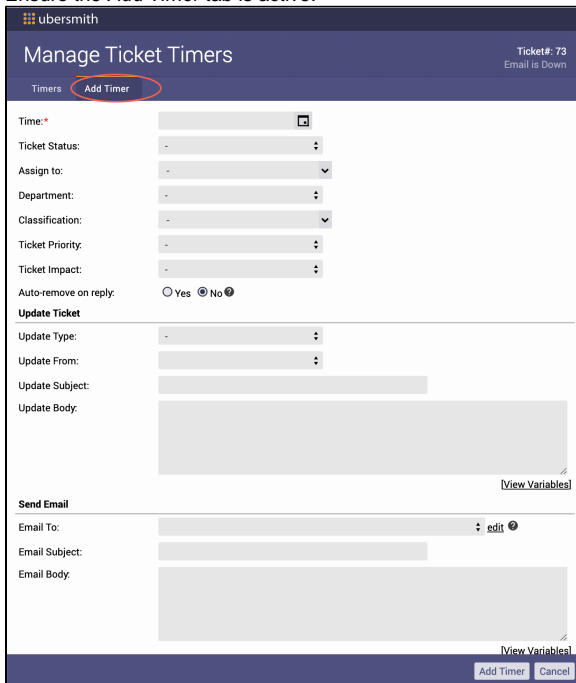
To enable a timer, you must set the date and time, and include any other field, one appropriate for the action.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. [Click Timers.](#)



The *Manage Ticket Timers* page appears.

4. [Ensure the Add Timer tab is active.](#)



5. In the **Time** field, enter a future date and time (mm/dd/yyyy hr:min AM/PM) or select the date and time using the calendar icon. If you set a time in the past, the timer activates within five minutes after saving.
6. In the **Ticket Status** field, select the new ticket status.
7. In the **Assign to** field, select the new owner.
8. In the **Department** field, select the new department.
9. In the **Classification** field, select the new classification.
10. In the **Ticket Priority** field, select the new priority.
11. In the **Ticket Impact** field, select the new impact.

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12. In the **Auto-remove on reply** field, select **Yes** to disregard the timer if/when the client replies. Select **No** to run the timer at the prescribed date and time regardless of what changes are made to the ticket before then.
13. Click **Add Timer**.

Automatically Following Up and Commenting on Tickets

You can automatically follow up or comment on tickets using the Ticket Timer's Update Ticket section. Support ticket follow ups are emailed to the ticket owner and the client when the timer runs. Ticket comments can be either public or private and are not sent out.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Click **Timers**.

The *Manage Ticket Timers* page appears.

4. Ensure the *Add Timer* tab is active.

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Manage Ticket Timers

Ticket#: 73
Email is Down

Timers **Add Timer**

Time: Sep/16/2020 5:00 PM

Ticket Status: Open

Assign to: -

Department: Support

Classification: -

Ticket Priority: High

Ticket Impact: Significant

Auto-remove on reply: ☐ Yes ☒ No

Update Ticket

Update Type: -

Update From: -

Update Subject:

Update Body:

[View Variables](#)

Send Email

Email To:

Email Subject:

Email Body:

[View Variables](#)

Add Timer **Cancel**

5. In the **Time** field, enter a future date and time (mm/dd/yyyy hr:min AM/PM) or select the date and time using the calendar icon. If you set a time in the past, the timer activates within five minutes after saving.
6. In the **Update Type** field, choose the type of update this timer is (Staff Followup, Staff Comment (Private), Staff Comment (Client Viewable)).
7. In the **Update From** field, select the user the followup or comment is from.
8. In the **Update Subject** field, enter the subject of the followup or comment.
9. In the **Update Body** field, enter the text in the body of the followup or comment.
10. Click **Add Timer**.

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Manage Ticket Timers

Ticket#: 73
Email is Down

Timers **Add Timer**

Time: Sep/16/2020 5:00 PM

Ticket Status: Open

Assign to: -

Department: Support

Classification: -

Ticket Priority: High

Ticket Impact: Significant

Auto-remove on reply: ☐ Yes ☒ No

Update Ticket

Update Type: Staff Followup

Update From: Ubersmith Demo Admin <cmars>

Update Subject: Receipt of Support Ticket

Update Body: We have received your support request and will follow up in one hour.

[View Variables](#)

Send Email

Email To: Ubersmith Demo Admin <cmars@ubersmith.com>

Email Subject: New Support Ticket

Email Body: Ticket 73 is ready for processing.

[View Variables](#)

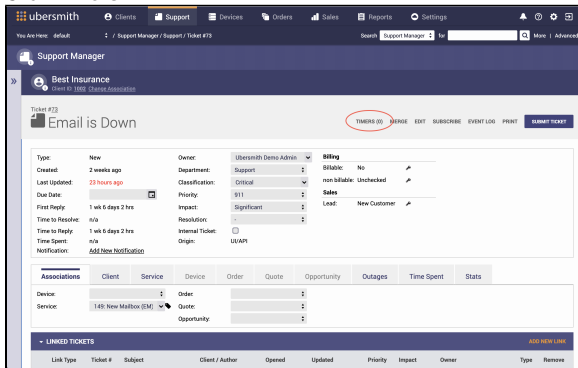
Add Timer **Cancel**

Automatically Sending Support Emails Using Ticket Timers

You can automatically send support ticket emails to your users, from the ticket timer's *Send Email* section. These emails sent by ticket timers will not be listed as follow ups to the ticket itself.

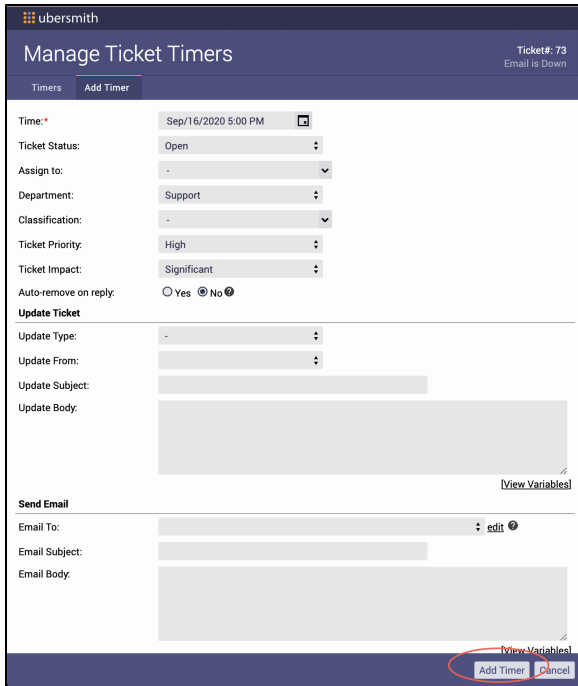
1. [Access the Support Manager.](#)
2. [View the ticket.](#)

3. Click **Timers**.



The *Manage Ticket Timers* page appears.

4. Ensure the **Add Timer** tab is active.



- In the **Time** field, enter a future date and time (mm/dd/yyyy hr:min AM/PM) or select the date and time using the calendar icon. If you set a time in the past, the timer activates within five minutes after saving.
- In the **Email To** field, toggle the edit/select to edit and enter the user's emails or toggle the edit /select to select and select the user's email.
- In the **Email Subject** field, enter the subject of the email.
- In the **Update Body** field, enter the text in the body of the email.

9. Click **Add Timer**.

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Manage Ticket Timers Ticket#: 73
Email is Down

Timers **Add Timer**

Time: Sep/16/2020 5:00 PM

Ticket Status: Open

Assign to: -

Department: Support

Classification: -

Ticket Priority: High

Ticket Impact: Significant

Auto-remove on reply: ☐ Yes ☒ No

Update Ticket

Update Type: Staff Followup

Update From: Ubersmith Demo Admin <cmars@ubersmith.com>

Update Subject: Receipt of Support Ticket

Update Body: We have received your support request and will follow up in one hour.

[View Variables](#)

Send Email

Email To: Ubersmith Demo Admin <cmars@ubersmith.com> [edit](#)

Email Subject: New Support Ticket

Email Body: Ticket 73 is ready for processing.

[View Variables](#)

Add Timer [Cancel](#)

Editing Ticket Timers

You can make changes to the automatic actions you have set your ticket timers to perform.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Click **Timers**.

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Support Manager

Ticket #73

Email is Down

[Timers](#) [Details](#) [Edit](#) [Subscribe](#) [Event Log](#) [Print](#) [Submit Ticket](#)

Type: New

Created: 2 weeks ago

Last Updated: 22 hours ago

Due Date: 10/16/2020

First Reply: 1 wk 6 days 2 hrs

Time to Resolve: N/A

Time to Reply: 1 wk 6 days 2 hrs

Time Spent: N/A

Notification: [Add New Notification](#)

Owner: Ubersmith Demo Admin

Department: Support

Classification: Critical

Priority: High

Impact: Significant

Resolution: Open

Internal Ticket: U/MAR

Billing: No

Stable: No

Non-Stable: Unchecked

Sales: New Customer

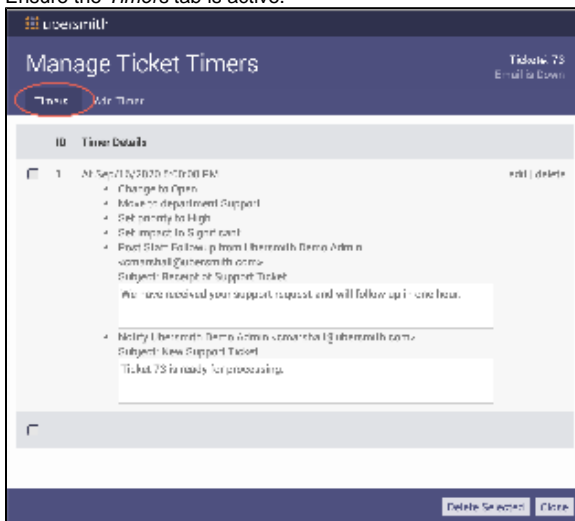
Lead: New Customer

Linked Tickets

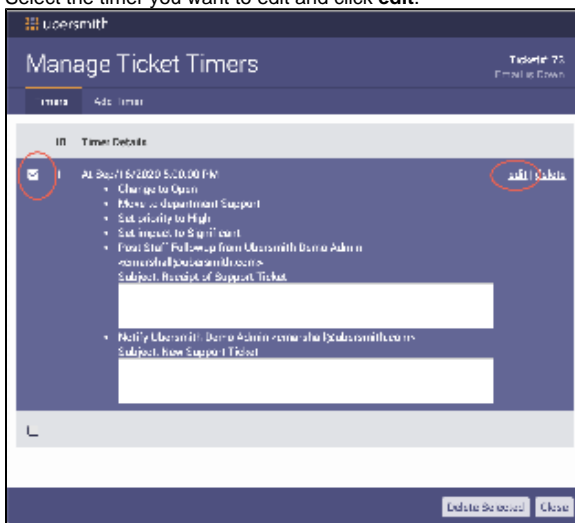
| Link Type | Ticket # | Subject | Client / Author | Opened | Updated | Priority | Impact | Owner | Type | Remove |
|-----------|-----------------------|-------------|-----------------|--------|---------|----------|--------|-------|------|--------|
| Device | 1401 New Mailbox (EM) | Order | | | | | | | | |
| Service | | Quote | | | | | | | | |
| | | Opportunity | | | | | | | | |

The *Manage Ticket Timers* page appears.

4. Ensure the *Timers* tab is active.

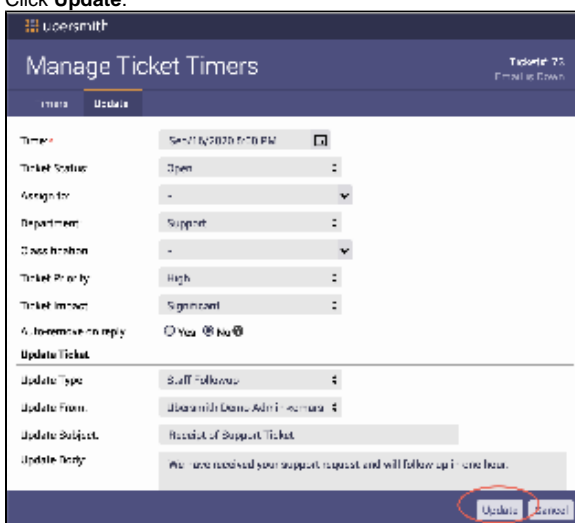


5. Select the timer you want to edit and click **edit**.



The *Update* tab appears.

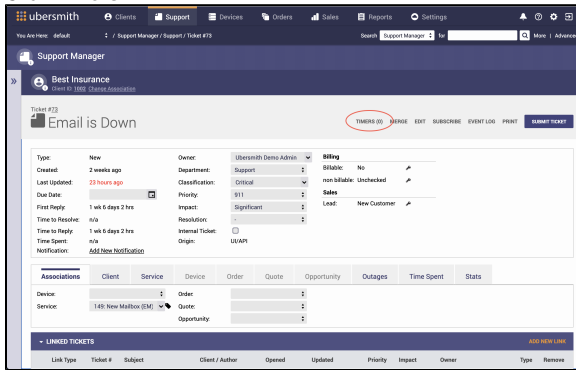
6. Make any necessary changes.
7. Click **Update**.



Deleting Ticket Timers

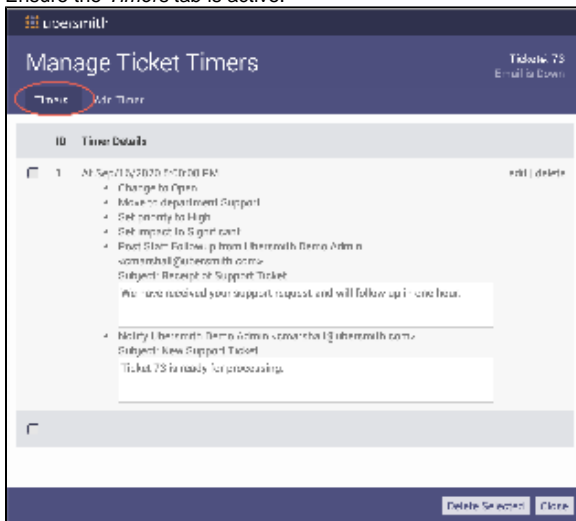
You can delete a ticket timer. Doing this stops all scheduled actions within the timer from being run.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Click **Timers**.

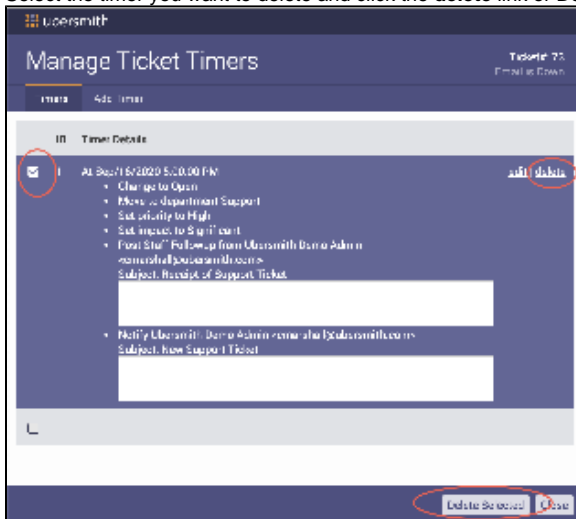


The *Manage Ticket Timers* page appears.

4. Ensure the *Timers* tab is active.



5. Select the timer you want to delete and click the **delete** link or **Delete Selected** button.



A confirmation message appears.

6. Click **Yes**.

Related Topics

[Support Manager](#)

[Support Manager Settings](#)