Using Ticket Timers

Ticket timers are used for automatically performing functions on tickets within the Support Manager. With ticket timers, you can change the status, priority, department and owner as well as schedule an automated follow up or notification to happen at a pre-defined date and time.

Steps

Creating a Ticket Timer

First, navigate to a ticket of your choosing within the Support Manager and click the 'Ticket Timers' link on the upper right side of the page.

In the resulting popup, click the 'Add Timer' tab. Once there, you will first specify the date and time that the timer is to run. Below that are the ticket specific settings that should be updated at the time the timer is run. Multiple fields can be updated by a single timer. The option 'Auto-remove on reply' allows the user to specify if the timer should be disregarded if/when a client follows up to the ticket. Timers with this option set to no will be run at the prescribed date and time regardless of what changes are made to the ticket before then.

The 'Update Ticket' section of the timer configuration allows the user to define an automated post to be made to the ticket. This can be a standard staff follow up or a public or private comment. Staff follow up posts will be emailed to the author of the client when the timer is run, comments will not be. The from, subject and body fields should then be set to the appropriate values for the message that is to be sent.

The 'Send Notification' section of the timer configuration allows the user to define an automated email to be sent to an admin user when the timer is run. The recipient can be selected from the drop down list or manually entered using the 'edit' link to the right of the menu. The subject and body fields should then be set the appropriate values for the message that is to be sent. Notifications sent by ticket timers will not be listed as posts to the ticket itself.

Ticket field changes, as well as posted updates and scheduled notifications can all be done within a single ticket timer. Clicking 'Add Timer' at the bottom of the window will officially schedule the event in Ubersmith.

Deleting a Ticket Timer

You can delete a ticket timer from the 'Timers' tab by clicking the checkbox next to the timer and clicking the 'Delete Selected' button at the bottom of the page. Deleting a timer will stop all scheduled actions within the timer from being run at the prescribed time.

Related Topics