

## Ticket filters in servicedesk

Service desk helps to manage customer's work orders, service request through tickets. Staff would be able to report, track and attend tickets. Staff panel and admin panel portals are available for staff based on the working privilege. Ticket should be directed to proper department and staff in order to deliver service. Tickets are also assigned to different Service level agreements to provide service in time.

Comodo service desk provides ticket filter feature to filter out incoming tickets based on the set rules and direct it to relevant attendant. Ticket filters are able to reject tickets, assign help topic, department, staff, SLA and even send a canned response. Admin can create and activate filter instantly.

Let us discuss ticket filter in-detail.

[Create New Filter](#)

[Edit Filter](#)

[Enable/Disable and Delete Filter](#)

Navigate to Admin panel-->Manage-->Filters to view the filters.

The screenshot displays the 'Manage' section of the Comodo Service Desk Admin Panel. The navigation menu includes Dashboard, Settings, Manage (active), Emails, Staff, Announcements, Assets, and Reports. Below the menu, there are icons for Help Topics, Ticket Filters (active), SLA Plans, API Keys, Pages, Forms, and Lists. The main content area is titled 'Ticket Filters' and includes an 'Add New Filter' link. It shows a table with 2 filters, currently displaying 1 of 2. The table has columns for Name, Status, Order, Rules, Target, Date Added, and Last Updated. A single filter named 'Test filter' is listed with an 'Active' status, Order 1, 1 Rule, and Target 'Web Forms'. Below the table, there are 'Select: All None Toggle' options, 'Page: [1]', and three buttons: 'Enable', 'Disable', and 'Delete'.

Name	Status	Order	Rules	Target	Date Added	Last Updated
<input type="checkbox"/> Test filter	Active	1	1	Web Forms	04/28/2015	04/28/2015 06:56 am

## Create New Filter

### Step 1 : open 'Add new Filter ' window

Click 'Add New Filter' in the top right corner to create new filter.

The screenshot shows the 'Manage' tab of the Ticket Filters interface. At the top right, the 'Add New Filter' button is circled in red. Below the navigation bar, there is a table of existing filters. The table has columns for Name, Status, Order, Rules, Target, Date Added, and Last Updated. One filter named 'Test filter' is listed with an 'Active' status and an order of 1. Below the table are buttons for 'Enable', 'Disable', and 'Delete'.

Name	Status	Order	Rules	Target	Date Added	Last Updated
<input type="checkbox"/> Test filter	Active	1	1	Web Forms	04/28/2015	04/28/2015 06:56 am

The screenshot shows the 'Add New Filter' configuration window. It contains several sections:
 

- Filter Name:** A text input field with a red asterisk indicating it is required.
- Execution Order:** A numeric input field with a range of (1...99) and a checkbox for 'Stop processing further on match!'.
- Filter Status:** Radio buttons for 'Active' and 'Disabled'.
- Target Channel:** A dropdown menu with the option 'Select a Channel'.
- Filter Rules:** A section with 'Rules Matching Criteria' (radio buttons for 'Match All' and 'Match Any') and a '+ One More Rule' button.
- Filter Actions:** A section with various checkboxes and dropdowns:
  - Reject Ticket:  Reject Ticket
  - Reply-To Email:  Use Reply-To Email (if available)
  - Ticket auto-response:  Disable auto-response
  - Canned Response: A dropdown menu with 'None' selected.
  - Department: A dropdown menu with 'Default' selected.
  - Priority: A dropdown menu with 'Default' selected.
  - SLA Plan: A dropdown menu with 'System Default' selected.
  - Auto-assign To: A dropdown menu with 'Unassigned' selected.
  - Help Topic: A dropdown menu with 'Unchanged' selected.
- Admin Notes:** A large text area for internal notes.

 At the bottom of the window are buttons for 'Add Filter', 'Reset', and 'Cancel'.

## Step 2 : Enter general filter settings

**Ticket Filter**

**Add New Filter**

*Filters are executed based on execution order. Filter can target specific ticket source.*

Filter Name:  \*

Execution Order:  (1...99) \*  Stop processing further on match!

Filter Status:  Active  Disabled \*

Target Channel:  \*

**Filter Name** - It can be any name for a filter.

**Execution order** – Defines priority for the filter. Lower the number higher the priority. Please select '**stop processing further on match!**' to make the filter to be last matched filter.

**Filter Status** - Enable/Disable the filter.

**Target channel** – Defines type of ticket to filter tickets. Admin can target web forms, email tickets ,API tickets and specific email tickets.

## Step 3. Define rules for matching tickets

Rules can defined on User data, Organization data, Help topic, Email meta-data and User information to match incoming tickets.

**Filter Rules:** Rules are applied based on the criteria. \*

Rules Matching Criteria:  Match All  Match Any \* (case-insensitive comparison)  One More Rule

Ticket / Priority Level  Emergency

- Click 'one more rule ' to define new rule for filter. Multiple rules can be defined for a filter.
- Select 'Match all' to match based on all rules and select 'Match any' to match based on any one of the rules.

**Step 4: Define actions for matched ticket**

Administrators able to automate certain actions through filters if ticket matched.

Reject Ticket:	<input type="checkbox"/> <b>Reject Ticket</b> ?
Reply-To Email:	<input type="checkbox"/> <b>Use Reply-To Email</b> (if available) ?
Ticket auto-response:	<input type="checkbox"/> <b>Disable auto-response.</b> ?
Canned Response:	— None — ▾ ?
Department:	— Default — ▾ * ?
Priority:	— Default — ▾ * ?
SLA Plan:	— System Default — ▾ ?
Auto-assign To:	— Unassigned — ▾ ?
Help Topic	— Unchanged — ▾ ?

Following actions can be configured,

**Reject Ticket** - select 'Reject ticket' to reject ticket upon match.

**Reply-To Email** – send reply to email using 'Reply To header' for email ticket.

**Ticket auto-response** – If selected, auto-response mails will be disabled. The setting done here will override the setting done in Department and Autoresponder screens.

**Canned responses** - Select canned response message to be emailed for the user. Canned responses are configured in Staff panel-->Knowledgebase-->Canned Responses.

**Department** – Set department for matched ticket. Department are configured in Admin panel--> Staff-->Departments.

**Priority** – Select priority for matched ticket.

**SLA plan** – Define SLA for the ticket. SLAs are managed in Admin panel-->Manage-->SLA plans.

**Auto -assign To** – Directly assign staff to ticket.

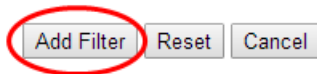
**Help Topic** – Set help topic for ticket. Help topics are configured in Admin panel-->Manage-->Help Topics.

### Step 5 : Enter internal notes on filter

*Admin Notes: Internal notes.*

Admin can write notes on filters for future reference.

### Step 6: complete filter



Click 'Add Filter' to complete filter.

### Edit Filter

Click on the filter name to edit.

Dashboard
Settings
Manage
Emails
Staff
Announcements
Assets
Reports

Help Topics
Ticket Filters
SLA Plans
API Keys
Pages
Forms
Lists

#### Ticket Filters

Add New Filter

Showing 1 - 2 of 2 filters

Name	Status	Order	Rules	Target	Date Added	Last Updated
<input type="checkbox"/> Test filter	Active	1	1	Web Forms	04/28/2015	04/28/2015 06:56 am

Select: All None Toggle

Page: [1]

Enable
Disable
Delete

## Enable/Disable and Delete Filter

Select the filter and click Enable/Disable/Delete appropriately.

Dashboard Settings **Manage** Emails Staff Announcements Assets Reports

Help Topics Ticket Filters SLA Plans API Keys Pages Forms Lists

### Ticket Filters Add New Filter

Showing 1 - 2 of 2 filters

Name	Status	Order	Rules	Target	Date Added	Last Updated
<input type="checkbox"/> Test filter	Active	1	1	Web Forms	04/28/2015	04/28/2015 06:56 am

Select: All None Toggle

Page: [1]