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 to 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 able to reject tickets, assign help topic, department, staff, SLA and even send a canned response. Admin can create and activate filter instantly.

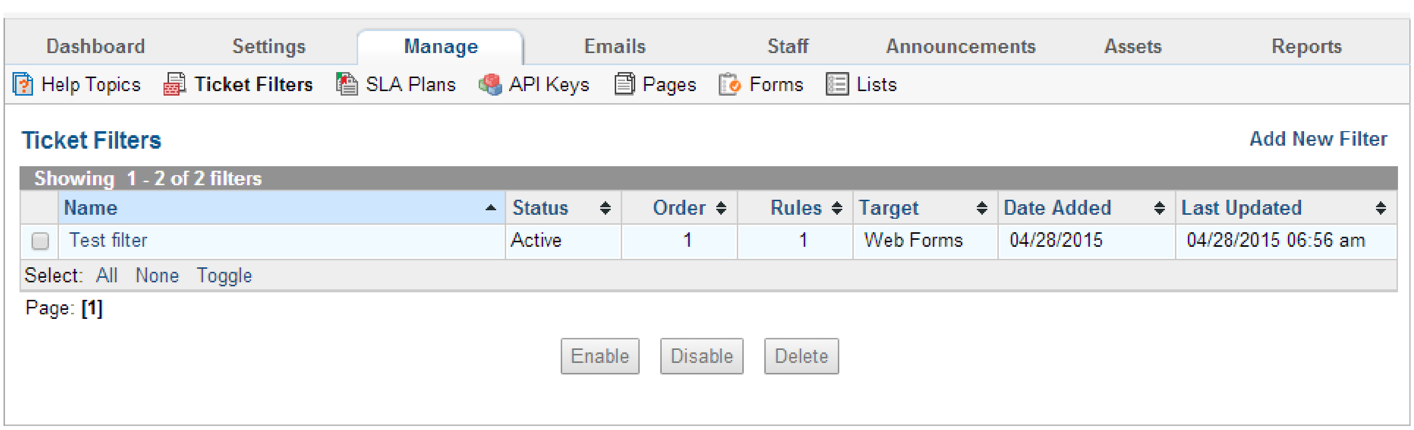
Let us discuss ticket filter in-detail.

Create New Filter

Edit Filter

Enable/Disable and Delete Filter

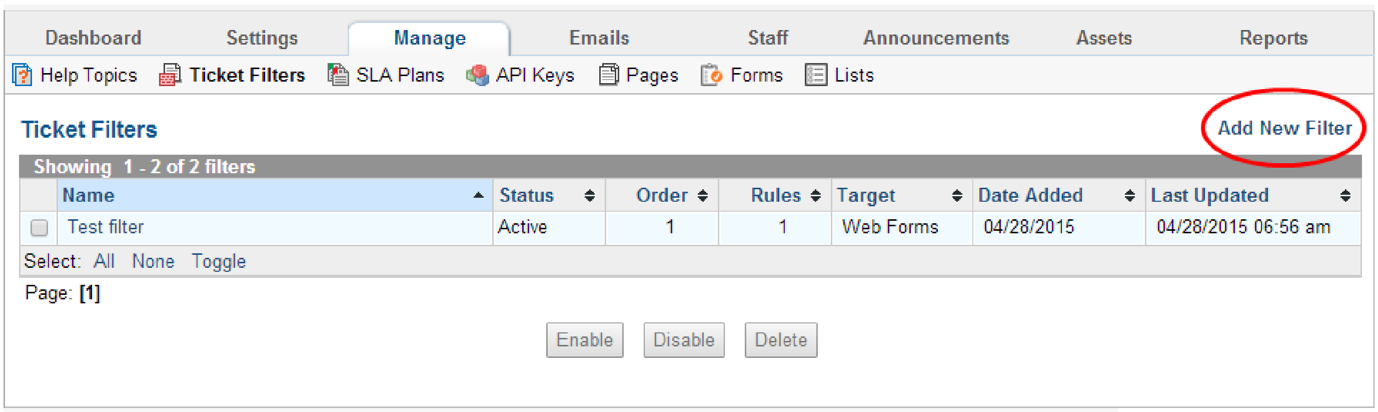
Navigate to Admin panel-->Manage-->Filters to view the filters.

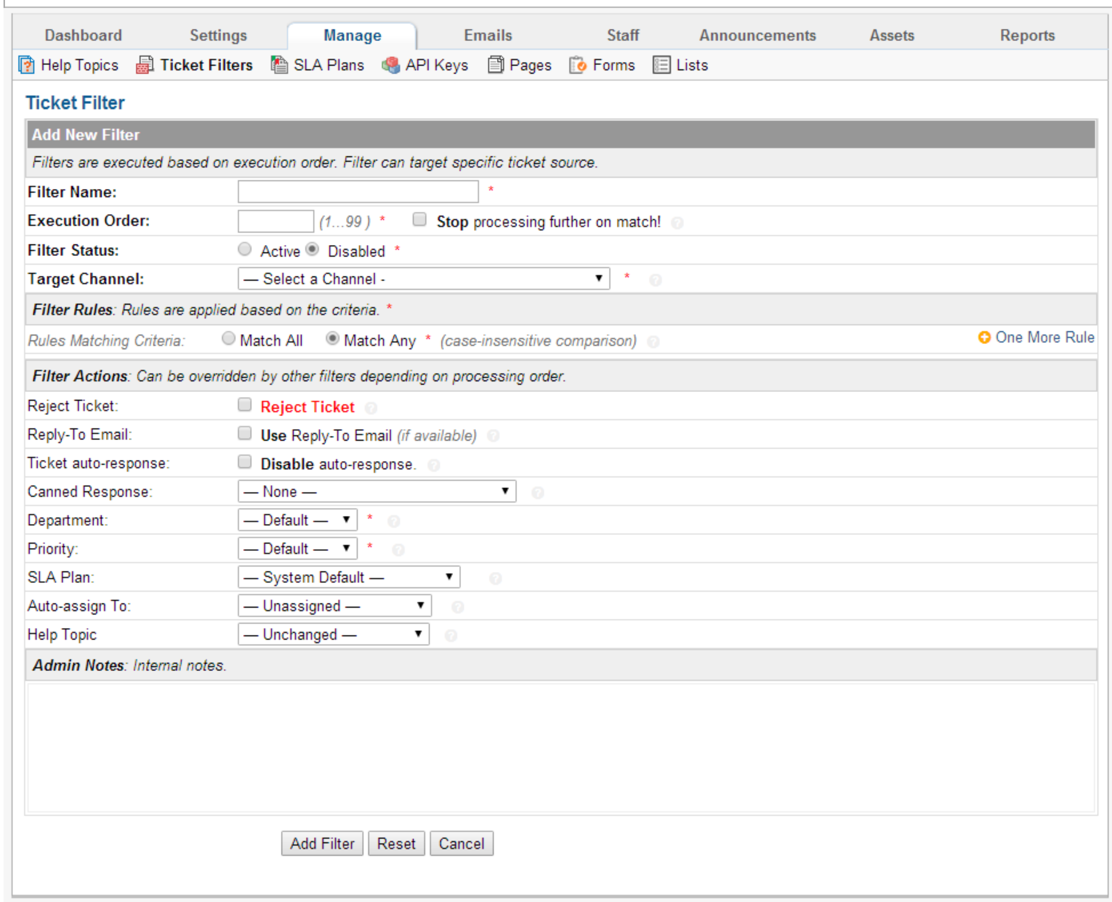


Create New Filter

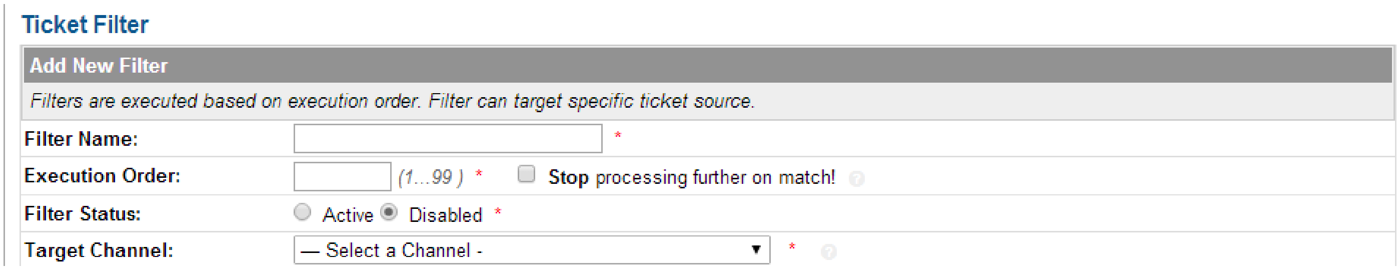
Step 1 : open 'Add new Filter ' window

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





Step 2 : Enter general filter settings



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

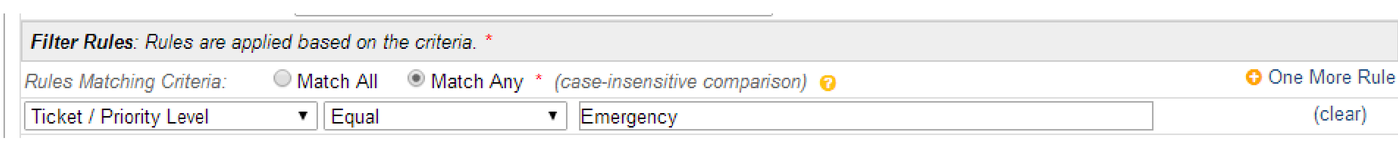
Execution order – Defines priority for the filter. Lower the number higher the priority. Please select **'stop processing further on match!'** to make the filter to be last matched filter.

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

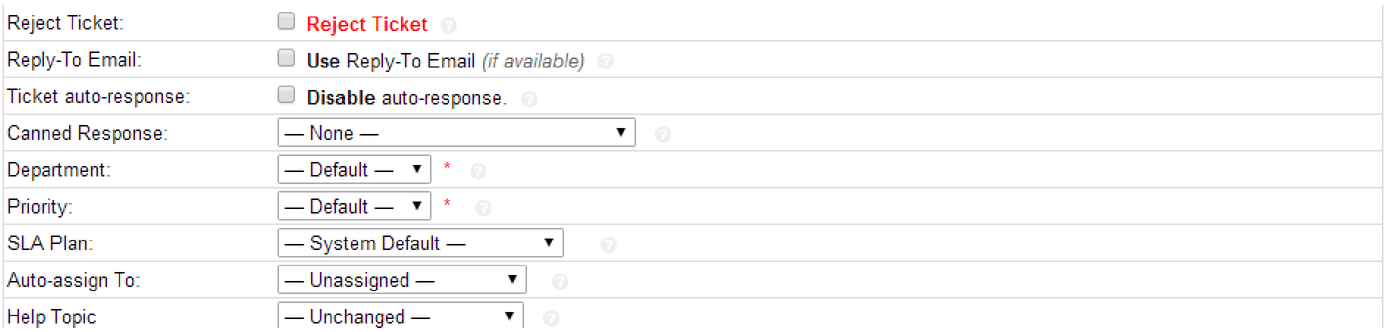
Rules can defined on User data, Organization data, Help topic, Email meta-data and User information to match incoming tickets.



- 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.



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.

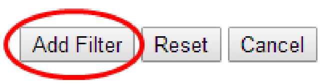
Auto -assign To – Directly assign staff to ticket.

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 can write notes on filters for future reference.

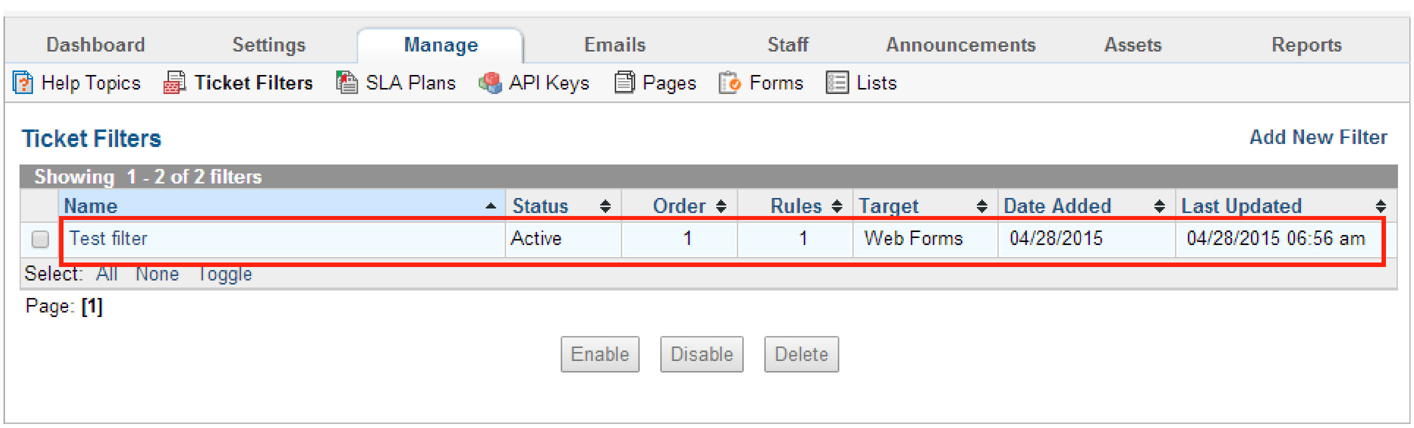
Step 6: complete filter



Click 'Add Filter' to complete filter.

Edit Filter

Click on the filter name to edit.



Enable/Disable and Delete Filter

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