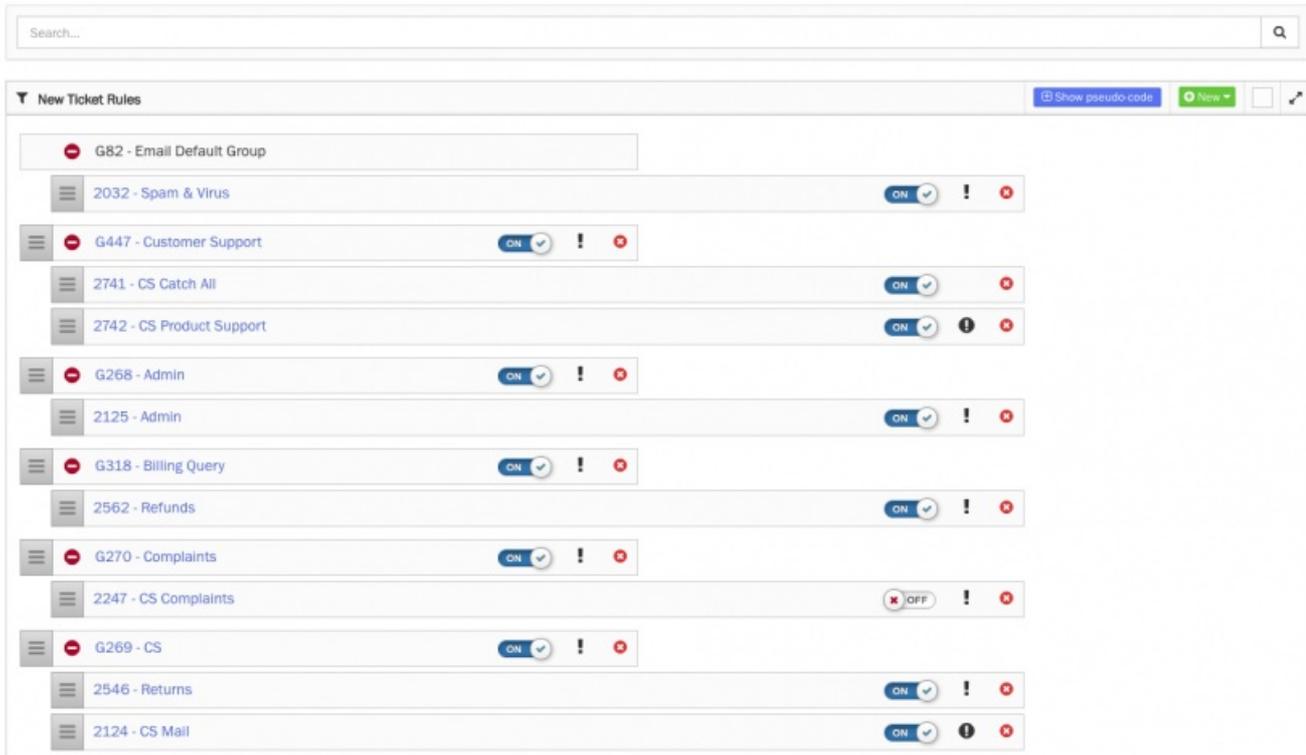


Ticket Rules

Ticket rules determine what happens to the new tickets arriving/created in Puzzel Ticketing. Each rule consists of conditions and predefined actions that are automatically applied to the ticket if conditions are met. These are found in:

Settings->Productivity->New Ticket Rules.

There are separate new ticket rules for different channels such as SMS, email.



To create a new rule/ group click on the **New** drop down option on the top right corner of the screen.



It is recommended that Rules are captured in Groups such as G82 – Email Default Group as shown in the picture above. By clicking on a Rule this will Expand to show the rule and the detail within as below.

☰ - G318 - Billing Query ON ! ✖

☰ - 2562 - Refunds ON ! ✖

If **any** of the following conditions are met:

- Message Content contains any of **refund,pay me back,back pay,outstanding**

Then:

- Assign to team: **Accounts and Billing**
- Set priority to **high**
- Set response target to **36 hour(s)**
- Set resolve target to **5 day(s)**
- During working hours send automatic reply using template **Billing Manual Response Template, without** channel signature, **with** incoming message
- Outwith working hours send automatic reply using template **Credit Note, without** channel signature, **with** incoming message
- Pre-populate response for first reply using template **Contact Response**
- Tag with category **Billing Type - Refund**
- Tag with **Test**
- Send Template **Hello** if no reply after **2** hours, using channel **admin**
- **Resolve** after last Follow-Up
- Send Template **Credit Note** if no reply after **10** hours, using channel **admin**
- **Resolve** after last Follow-Up
- Send Template **Credit Note** if no reply after **1000** hours, using channel **admin**
- **Resolve** after last Follow-Up

Stop checking further rules if the conditions of this rule are met.

Note

The rule can be activated/deactivated by toggling the blue button on the right.

You can also edit the rules by clicking on it.