

Add subscribers using Smart Rules

You can now add subscribers to tickets based on preset conditions.

How to:

1. Go to Manage >> Smart Rules.
2. Click on add new smart rule.
3. Set the conditions that you wish to associate this smart rule to.

New Smart Rule

Create new smart rule

Name
Add Matt as subscriber -Repair Tickets

Description
Adds Matt as a subscriber to 'In Repair' status tickets

Active
Yes

Work Schedule
None

Conditions for this rule

Match all of these conditions [Add another condition](#)

Status Is In Repair

Match any of these conditions [Add another condition](#)

Actions if the above conditions are met :

Perform action
Add subscribers [Choose](#)

Associate Categories : [Deselect all](#)

Internal Tasks Marketing Support Category
 Support S1

Save Settings **Reset** **Cancel**

4. Choose the subscriber you wish to add.
5. Associate the category for this smart rule.
6. Click on Save settings.

For tickets matching the conditions specified in the smart rule, the staff member associated in the smart rule will be added as a subscriber.