

Automatic Tickets for Ratings Received

This feature will allow you to set whether ratings should create tickets, which when enabled the rating threshold can be set as well as which user should get the tickets in and out of office hours.

A new switch appears on the sales setup screen namely “Auto Create Ticket On Rating”, when the switch is enabled, the collection of settings in will appear.

Customer Care

Default Ticket Department

Default Ticket Category

Default Ticket User

Customer Care - Ratings

Allow customers to rate our service in their portal Yes

Auto send service rating emails to customers on Jobcard completion No

Auto Create Ticket On Rating Yes

Rating Threshold For Ticket Creation 1 Star 2 Stars 3 Stars 4 Stars 5 Stars

When a threshold is selected, tickets with 3 stars or less will automatically create a ticket.

Operating Hours: Mon-Fri

Operating Hours: Saturday

Operating Hours: Sunday

Standby Assignee

The selected standby assignee will be assigned to the rating ticket when a rating is submitted that falls outside of customer care office hours specified above. During specified office hours the Default Ticket User in the Customer Care Department will be both the owner and assignee on the ticket. The standby assignee has to be added to the Customer Care Default Ticket Department.

You can set a threshold for ticket creation to decide what tickets should generate tickets. Operating hours for Customer Care staff can be specified and any rating that comes in out of these operating hours will be assigned to the standby assignee. Note that that the standby assignee will need to fall part of the customer care helpdesk department, so when enabling this please add the person that will be handling these tickets after hours or on weekends to the applicable helpdesk department. If the standby assignee is not specified, the notification will go out to the entire department. The ticket owner for all rating tickets will always be the default ticket user in the customer care helpdesk department, the ticket assignee will flip between the default ticket user and the standby assignee depending on the time and day stipulated in the settings.