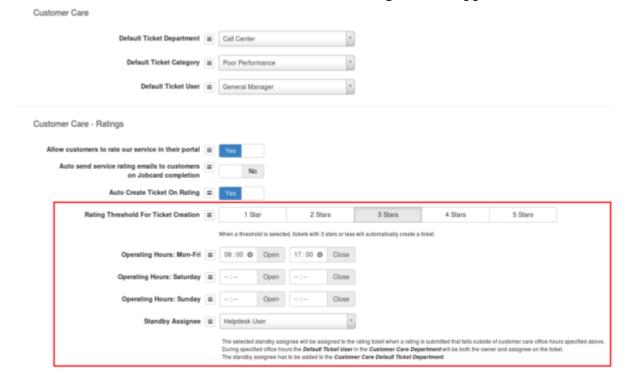


Automatic Tickets for Ratings Received

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.



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.