

Automated Ticket Priority

Resolve critical issues in a timely manner by standardizing the prioritization of tickets using an impact and urgency matrix.

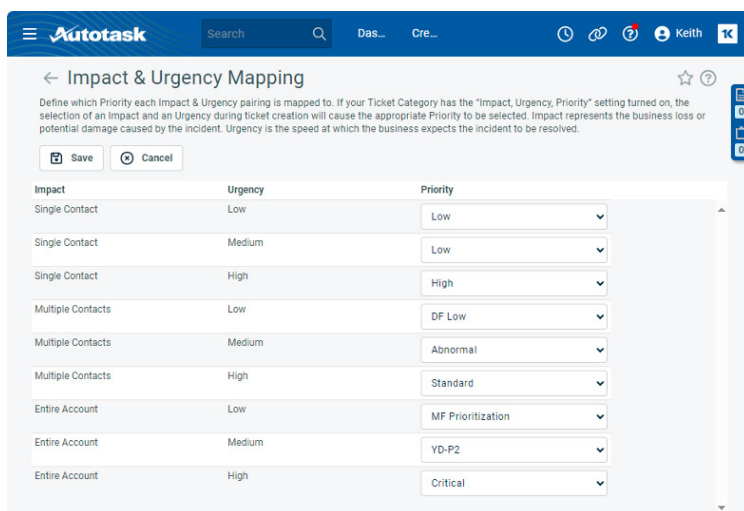
Too often, technicians cherry-pick or address tickets based on their personal interpretation of the issue, rather than following a standardized prioritization method.

This leads to unmet user expectations and, even worse, high-priority security incidents falling through the cracks.

- Ensure tickets are addressed in the appropriate order by standardizing the prioritization criteria using an ITIL-aligned Impact and Urgency matrix.
- Empower service desk leaders to align ticket prioritization to your user’s expectations, Service Level Agreements (SLAs), and send notifications when exceptions occur.
- Standardize, simplify and remove the guesswork from the ticket triage process.

Automated Ticket Priority Details

- Using the Impact and Urgency fields in an Autotask ticket, administrators can configure what Priority is assigned to the ticket when a combination of these two fields is selected.
- When a new ticket is created, such as when entering an incident from an inbound phone call, setting the Impact (single user, multiple users or entire company) and Urgency (the inherent severity of the incident) fields will automatically set the Priority on the ticket.
- The Priority field is used to sort tickets in grid views and assign SLAs. It can also be used in workflow rules to automate ticket flow, such as queue assignment, email notification templates and internal notifications in Microsoft Teams.



At-a-Glance Benefits

- Standardize ticket prioritization using an ITIL-aligned impact and urgency matrix.
- Automatically determine the priority of a ticket at the time of creation.
- Hit SLAs, enforce process and flag exceptions using powerful workflow rules.

Getting Started

Configure your *Impact & Urgency Mapping* under *Admin > Features & Settings > Service Desk (Tickets)* then enable the Priority field for each ticket category you wish to use Automated Ticket Priority with. Visit the [Autotask Knowledge Base](#) for detailed step-by-step instructions.

Autotask customers requiring assistance with this feature can contact support by submitting a request in KaseyaOne.

Interested in Autotask?

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