

Dispatcher rule

To create pre-defined set of rules , that will be executed only once in the entire case lifecycle during case creation.

Getting started

- Login to Wolken Care.
- Click the Hamburger icon \equiv , Select Dispatcher Rule menu.

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					1						
≡ xx* ♠			Search by Ticket ID Q				KET Online	In Trial 88 days left			
A Home	 Dispatcher R 	ule									
Dispatche	er Rule			Search	arch			Active Swap		Add Rules +	
Swap	Seq No	Rule Name	Source Name	Ticket Type	Created By	Created On	Update By	All	Actio	ns Info	
	1	Testl			Sumanth Gowda	01-December-2	2021 11:13:11	All	/	0	
	2	Test2			Sumanth Gowda	01-December-2	2021 11:17:08		- /	0	
owered by 📧	wijiken							items per page:	10 <u>▼</u> 1 - 2 of 2 -	< < > >1	

Fig-01

- Click Add Rules button, to create a new rule .
- Enter the Rule name, and description of the rule.
- Select the Source and Ticket type from the list.
- The rule will be executed whenever the ticket satisfies the given conditions.

			Select the source origin
Enter the Rule Name		ef description of the rule	from the list box
		Search by Ticket ID	Q + CREATE TICKET Online In Trial Badays Mt
Rule Norme * Test WHEN This Rule will b	Description * Test executed whenever tickets satisfied	Agent	/ Select Ticket Type Issue
CONDITION	vould you like to apply on the rule ? w Any of the Below	• <u>Test</u> +	
Actions 1. Status Change Prosente by Specifica	ie • Re-Open	• Re Open • +	
et the conditions to be executed		Fig-02	Select the Ticket type from the list
S		to be performed ne conditions	

- The conditions are executed only once in the complete lifecycle of the case. If the status of the rule is changed to inactive , then the condition would not execute.
- Based on chosen condition , actions are defined.

x 🖈 🕆		Search by Ticket ID		In Trial 88 days left
Home > Dispatcher Rule				
← Create Rule			Submit	Rule 🖬 Cancel
ule Name * 'est2	Description * Test	Select Source Email Support	Select Ticket Type Reopen	
WHEN	This Rule will be executed whenever tickets satisfied t	hese conditions		
CONDITION	Which record would you like to apply on the rule ?			
CONDITION				
CONDITION	All the Below Any of the Below Default Setup	<u>▼</u> Test +		
CONDITION	All the Below Any of the Below Default Setup	• Test +		
CONDITION	All the Below Any of the Below Default Setup	∽ <u>Test</u> +		

Fig-03

• Click **Submit** , to Save.

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= **	\$				Search by	/ Ticket ID		0) + CRE	ATE TICKET	(Online)	In Trial 88 days left
	Dispatcher Rule										oo days iert
Dispatcher	r Rule			Search	1			Active		▼ Swap	Add Rules
Swap	Seq No	Rule Name	Source Name	Ticket Type	Created By	Created On	Update By	Updated On	Status	Actions	Info
Z	1	Testl			Sumanth Gowda	01-December-2021 11:13:11				1	0
<u>~</u>	2	Test2			Sumanth Gowda	01-December-2021 11:17:08				1	0
								Items pe	page: 10		$\langle \rangle$
ered by 🔼 🔡											

Fig-04

• Click **Swap** button , to change the order of execution.



Rules Engine

To create pre-defined set of rules, that can be executed 'n' number of

times in the case lifecycle after case creation.

Getting Started

• Click the Hamburger icon \equiv , Select Rules Engine menu.

× tike			Se	arch by Ticket ID			ine In Trial 88 days left
Home > Ru	les Engine						
earch Rule Nam							Add Rule 🕂
Seq no.	Rule Name	Status	Ticket Type	Description	Created By	Created On	Actions
1	Squid	\checkmark	Reopen		Sumanth Gowda	01-December-2021 16:30:43	1
						ltems per page: 10 👻 1 - 1	of1 I< < >
ed by 📉 wolken							

Fig-06

- Click Add Rule button , to add a new rule.
- Enter the Rule Name. Select the Ticket type from the list box .
- Select the **Division** and **Team** from the list box, Enter the **Description**.
- Map the **Response Template** to **Rules Engine** , to import Templates into the Email Template list. Select the **Email templates** from the list.
- Enter the **Recipient** , to whom the mail will be sent to.
- Click on **Click to add more fields** Submenu , to Enter the additional details.
- Select the **Source** , **Priority** of the ticket from the list box.
- Enter the Account name, to which the ticket belongs to.

• Select **Category , Subcategory** , and **Item** of the Product from the List

box.

= 🗙 🎰 📅	Search by T	Ticket ID	Q + CREATE TICKET Online
Home > Rules Engine			
Create Rule			Status Submit Rule 🗃 Cancel
Rule Name*: test		Ticket Type*: Issue	•
Division:		Description:	
Team:			· · · · · · · · · · · · · · · · · · ·
Click to add more Fields - Source: Customer-I	Filter by Account	<u>×</u>	Priority: Critical - PI 💌
Category: Category Default	Sub Category: Sub Category Default Freesewert Category to get value This Rule will be executed whenever a case satisfies these conditions		B Default 🛛 👻
	Which record would you like to apply on the rule ? All the Below Any of the Below		

Fig-07

- Select the **Conditions** to be executed from the list box
- Enter the **Actions** to be performed based on the given condition.
- Click Submit Rule .
- Enable the **Status** button for the rule to be in **Active** state and

execute, **Disable** to make the rule Inactive.

			Enabled – Active Disabled – Inactive
≡ xstr A		Search by Ticket ID	O, + CREATE TICKET Online In Trici
★ Home > Rules Engine			
Create Rule Category: Category Default	✓ Sub Category: Sub Ca		m: FB Default
	Open 👻	AND < 3 To Re-Open Re Open	+
		Fig-08	
	Actions to be performed based		
	on the condition		