

## 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.

	To searc or	h for rule 1 keywor	es based ds		To get I	the list of A nactive ca	Active ar Ises	nd
		,	1			1		
≡ <b>x</b> ‱ ♠			Search by Ticket	ID	0,		Online	In Trial 18 days left
✦ Home > Dispatcher Rule								
Dispatcher Rule		Search				Active	Swap	Add Rules +
Swap Seq No Rule Name	Source Name	Ticket Type	Created By	Created On	Update By	Inactive	Actions	Info
I Testi			Sumanth Gowda	01-December-2021 11:13:	11	All	/	•
2 Test2			Sumanth Gowda	01-December-2021 11:17:	08		• 1	0
						14 10	1-2-012	
Powered by Mulken						items per page: 10	▼ 1-2012 K	

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	Enter brie	ef description of the rule	from the list box
		Search by Ticket ID	Q + CREATE TICKET Online In Trial Badays left Submit Rule B Cancel
WHEN This Rule will b	Test	Agent	lissue
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		Fig-02	Select the Ticket type from the list
S	et the Actions based on th	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.

TT T		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	Which record would you like to apply on the rule ? <ul> <li>All the Below</li> <li>Any of the Below</li> </ul> Default Setup			
CONDITION	Which record would you like to apply on the rule ?  All the Below Any of the Below Default Setup  1. Keyword	<u>▼</u> Test +		
CONDITION	Which record would you like to apply on the rule ? <ul> <li>All the Below</li> <li>Any of the Below</li> </ul> <li>Default Setup  <ol> <li>Keyword</li> <li>Both</li> </ol> </li>	• Test +		
CONDITION	Which record would you like to apply on the rule ?  All the Below Any of the Below Default Setup <u>, Keyword Both</u> Actions	∽ <u>Test</u> +		

Fig-03

• Click **Submit** , to Save.

									S	wap B	utton
= x#	n na				Search b	r Ticket ID		0, + CR	EATE TICKET	• Online	In Trial 88 days left
Dispatche	r Rule			Search				Active		▼ Swap	Add Rules +
Swap	Seq No	Rule Name	Source Name	Ticket Type	Created By	Created On	Update By	Updated On	Status	Actions	Info
	1	Testl			Sumanth Gowda	01-December-2021 11:13:11			-	1	0
	2	Test2			Sumanth Gowda	01-December-2021 11:17:08			-	1	0
0								Items p	erpage: 10		< > >i
Powered by	olken										

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.

= <b>x</b> #** <b>f</b>			Search	h by Ticket ID		O + CREATE TICKET O Online	In Trial 88 days left
♣ Home > Rules I	Engine						
Search Rule Name							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
						1-1-1-1-1	
and we welken						items per page: 10 👻 1 = 1 or 1	15 5 2 21

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.

= <b>x</b> 🖈 🕆	Search b	vy Ticket ID		In Trial 18 days left
Home > Rules Engine				
Create Rule			Status Submit Rule j	B Cancel
Rule Name*: test		Ticket Type*: Issue		*
Division:		Description:		
Team:				*
Click to add more Fields Source: Custom	er-Facing Portal   Account   Her by Account	×	Priority: <u>Critical - Pl</u>	*
Category: Category Defc	ault  _ Sub Category: Sub Category Defa Fraces rated Category to get This Rule will be executed whenever a case satisfies these conditions	ult <u> </u>	PRE Default Preser select but Category to get volues	•
CONDITION	Which record would you like to apply on the rule ?			

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			Status Submit Rule 🖻 Cancel
	lle will be executed whenever a case satisfies these conditions record would you like to apply on the rule ? the Below ○ Any of the Below evently Change Since ▼ < 3 tatus Change ▼ Customer Responded ▼	AND < 3 To Re-Open Re Open	+
		Fig-08	
	Actions to be performed based		
	on the condition		