


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  , Select **Dispatcher Rule** menu .

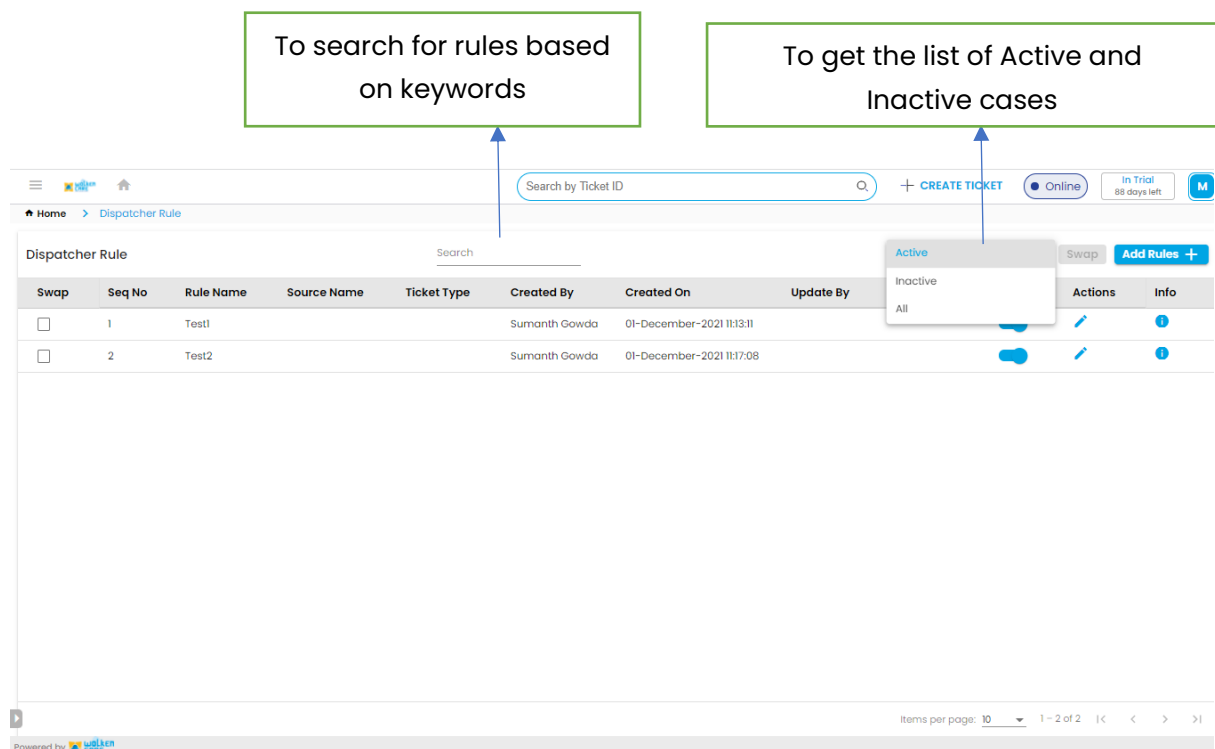
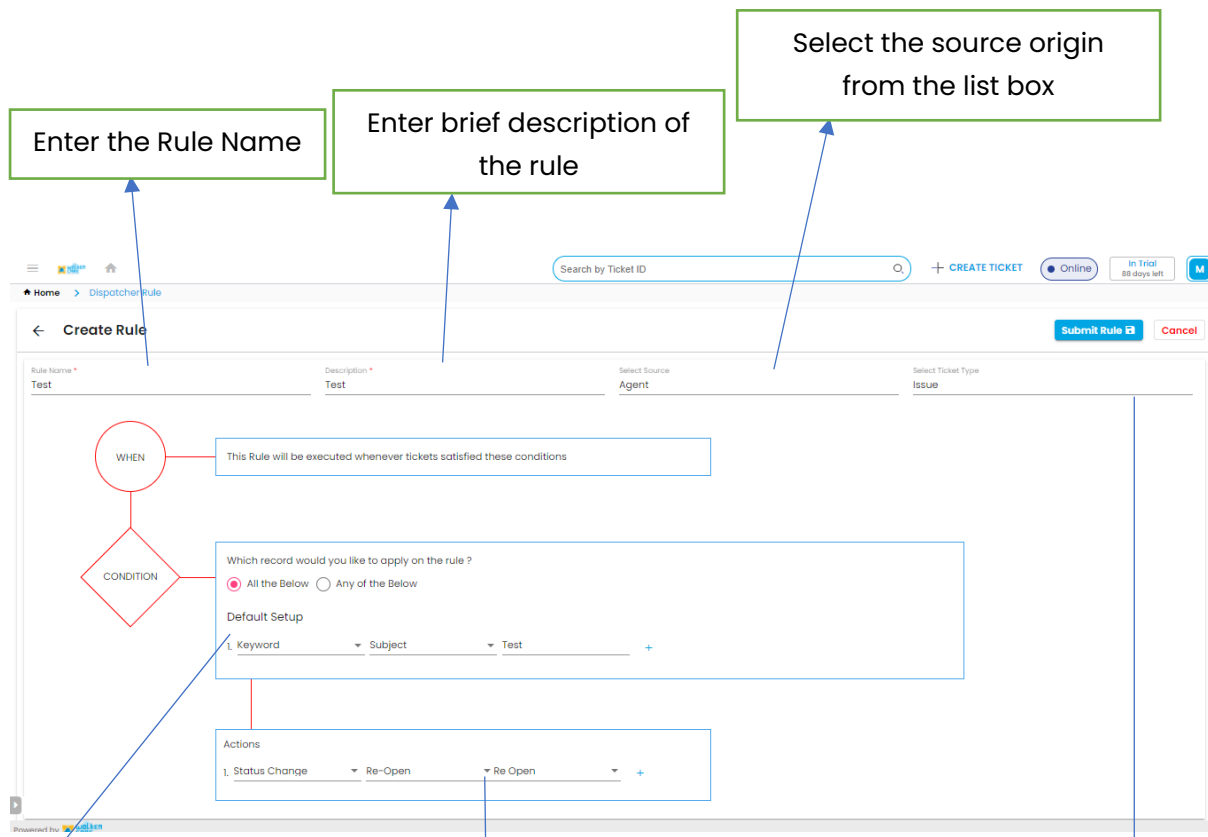


Fig-01

- 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.



Enter the Rule Name

Enter brief description of the rule

Select the source origin from the list box

Set the conditions to be executed

Set the Actions to be performed based on the conditions

Select the Ticket type from the list

Fig-02

- 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.

Search by Ticket ID + CREATE TICKET Online In Trial 88 days left

Home > Dispatcher Rule

← Create Rule Submit Rule Cancel

Rule Name: Test2 Description: Test Select Source: Email Support Select Ticket Type: Reopen

WHEN This Rule will be executed whenever tickets satisfied these conditions

CONDITION Which record would you like to apply on the rule?
 All the Below Any of the Below

Default Setup
 1. Keyword Both Test +

Actions
 1. Change Priority Low - P4 +

Powered by Wolken Care

Fig-03

- Click **Submit** , to Save.

Search by Ticket ID + CREATE TICKET Online In Trial 88 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	Updated On	Status	Actions	Info
<input checked="" type="checkbox"/>	1	Test1			Sumanth Gowda	01-December-2021 11:13:11			<input checked="" type="checkbox"/>	Edit	Info
<input checked="" type="checkbox"/>	2	Test2			Sumanth Gowda	01-December-2021 11:17:08			<input checked="" type="checkbox"/>	Edit	Info

Items per page: 10 1 - 2 of 2 < > > |

Powered by Wolken Care

Swap Button

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  , Select **Rules Engine** menu.

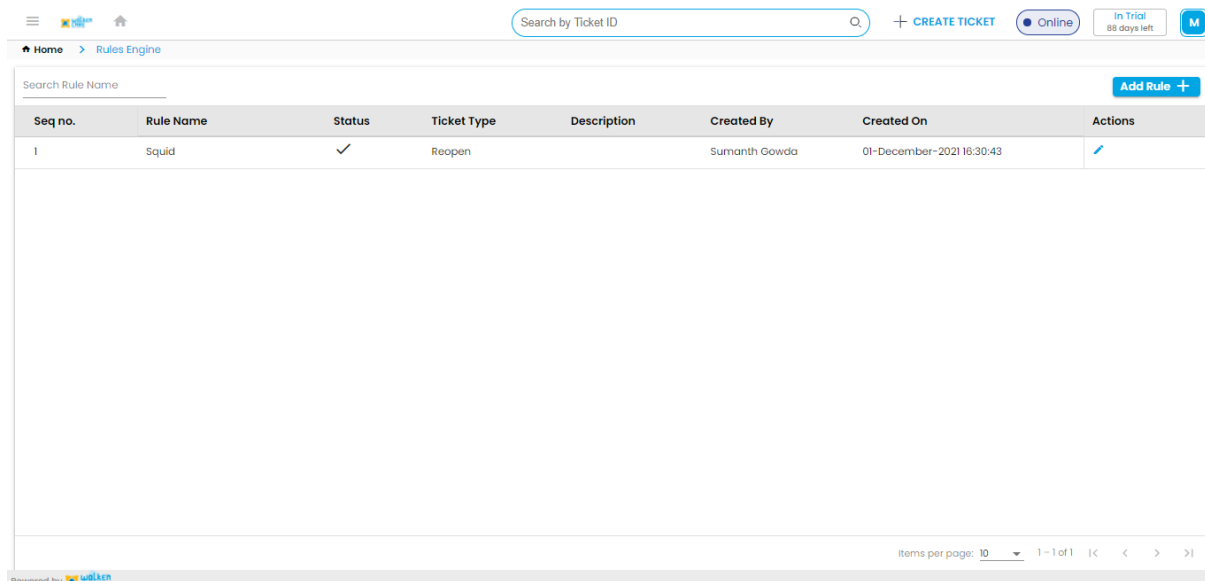


Fig-06

- 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.

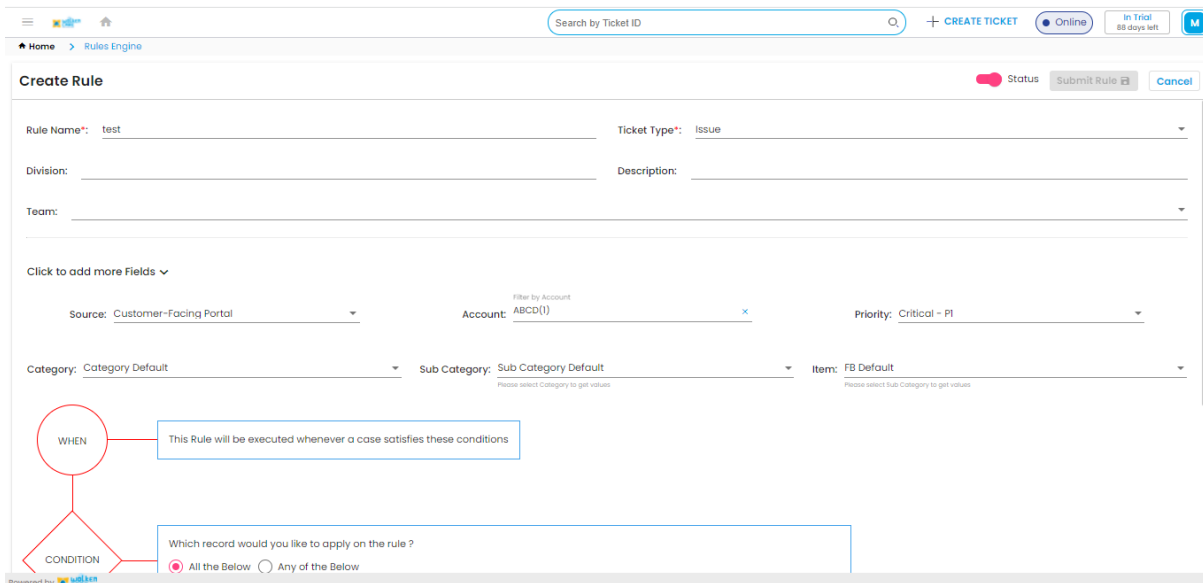


Fig-07

- 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

Actions to be performed based on the condition

Fig-08