

How to Create Filters

Filters are a great way to create an efficient dashboard for your agents. In essence, filters are predefined rules to separate your incoming tickets among various inboxes. With ProProfs Help Desk, you can create custom filters to divide tickets among inboxes and agents. You can also set priorities for said tickets.

Benefits of Creating Filters:

- Ensure that tickets are divided according to the errors
- More efficient support since filters ensure that qualified agents get the tickets
- Optimizes the help desk and prevents confusion among agents

For Example, if you want to send a ticket regarding bugs to a specific inbox, here's how you would design your filter:

Name

Description

If of the following conditions meet

Inbox

Staff

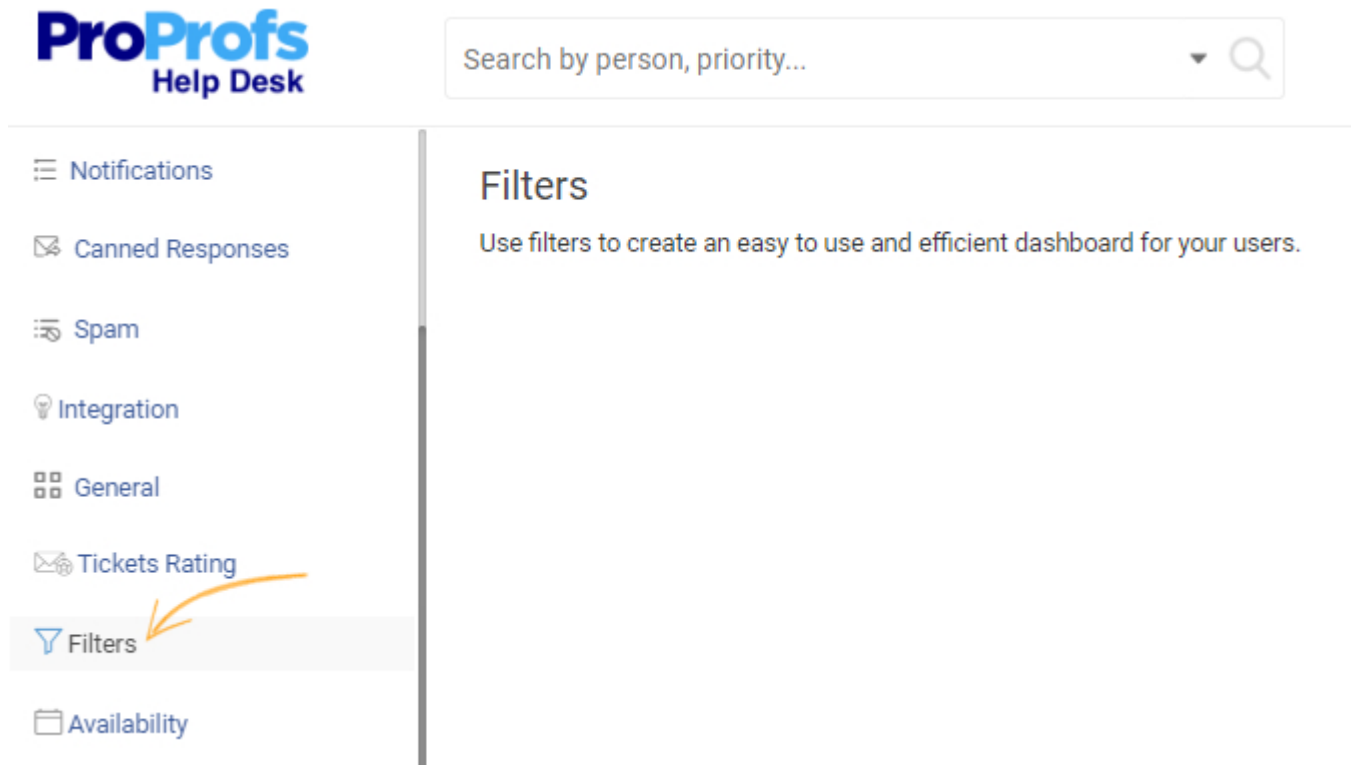
Priority

The following topics will be discussed further:

- [How to Create a Filter](#)
- [Filter Customization Window](#)

How to Create a Filter

Step 1: Go to **Settings >> Filters**.



Step 2: Click on the **+New Filter** button.



Step 3: Customize your filter and click **Save**.

Filter Customization Window

The Filter Customization Window is given below.

Create a Filter

Conditions that must be met for the filter to run.

Name

Description

If All ▼ of the following conditions meet

From Email ▼

Inbox

Select ▼

Staff

Select ▼

Priority

Low ▼

Label

Select ▼

Save

Cancel

Name: Enter the name of the filter in this field.

Description: You can enter a brief explanation of what this filter does.

If: The 'If' section is used to add the conditions that will be used to segregate the tickets.

If All ▼ of the following conditions meet

From Email ▼

The first dropdown has two options, **All** & **Any**. If set to **All**, the filter will work only if all the defined conditions are satisfied. In case the **Any** condition is applied, the filter separates the tickets even if one of the conditions are satisfied.

The second dropdown also has two options. The **From Email** clause divides the tickets on the basis of the email address of the ticket sender. The **With Subject** clause divides the tickets on the basis of the subject of the received ticket.

You can add another condition with the **Add Condition** icon.

Add Condition



Inbox: Select the inbox you want to send the ticket to.

Staff: Once you select an inbox, its agents will be displayed in this drop-down menu. If you want the filtered tickets to be answered by a specific agent, select their name from the dropdown.

Priority: You can set the priority of the tickets with this menu.

Label: You can apply labels to the filtered tickets with this option.

Related Articles:

- [How to Update Name and Profile Picture?](#)
- [How to Add Custom Fields?](#)
- [How to Create Canned Responses?](#)