

Work Flow Rule Maintenance

[Create a new "Issue Created" rule](#) | [Create a new "Timed" rule](#) | [Adjust "Issue Created" rule priority](#) | [Adjust "Timed" rule priority](#)

All rules

| Name | Trigger | Details | | |
|--|--|---|------------------------|-------------------------|
| <u>(Question) send email</u> | new issue is created. | If Products is equal to Surveys send e-mail to jp@customfaqs.com | Delete | Enable |
| <u>(Question) Notification</u> | new issue is created. | If Status is equal to New assign to System Administrator Continue processing subsequent rules. | Delete | Enable |
| <u>(Question) Update Notification</u> | 6 minutes have elapsed since issue was updated by customer | If Status is equal to New assign to System Administrator Update status to Updated | Delete | Disable |
| <u>(Question) Change to sent</u> | 6 minutes have elapsed since a support agent responded | If Status is not equal to Sent And Status is not equal to Review And Status is not equal to Closed Update status to Sent | Delete | Disable |