

Auto-Queue scrips

Auto Queue based on sender e-mail

This scrip (not a typo, a scrip is an RT Script) can be added in the global scrip section and will automatically put a ticket in the proper queue based on the sender's e-mail address. In this case, we have senders coming from different domains (@example.net and @example2.com), and we want to put them into the queue's **Example** and **Example 2 Queue** when a new ticket arrives. Note: the queues must exist before this.

The hash %domain_map contains a [Regular Expression](#) (aka regex) to match. If the regex matches, the new ticket will be placed in the proper queue.

Note: A handy regex tester I use quite a bit is located at <https://regex101.com/>

- Description: Place all new tickets in correct queue, where possible
- Condition: On Create
- Action: User Defined
- Template: Blank
- Enabled: check
- Custom Condition: empty
- Custom action preparation code:

```
return 1;
```

- Custom action commit code: code which follows

```
# Written by RWR, taken from
#
# https://forum.bestpractical.com/t/changing-queue-based-on-incoming-email-address/20925
# hash of all the possible domains, and matching queues

my %domain_map = (
    '@.?example.net' => 'Example',
    '@.?example2.com' => 'Example 2 Queue'
);

#Check each of our defined domains for a match
foreach my $domainKey (keys %domain_map) {
    if ( $self->TicketObj->RequestorAddresses =~ /^.*?${domainKey}/ ) {
        # Domain matches - move to the right queue
        $self->TicketObj->SetQueue($domain_map{$domainKey});
    }
}
return 1;
```

Placing mail to different addresses in different queues

This is easy to do in RT, if you are using aliases to route them. For example, if you have `support@example.com` set up as a forwarder to your RT server, you would create an entry like this in your aliases file on the RT server.

```
support: "|/opt/rt5/bin/rt-mailgate --queue general --action correspond --  
url https://rt.example.com/rt/"  
support-comment: "|/opt/rt5/bin/rt-mailgate --queue general --action comment  
--url https://rt.example.com/rt/"
```

which will redirect the incoming mail to Request Tracker's interface on the machine.

In order to add new clients, you can create different aliases for each to correspond with; in this case, `client1` and `client2`, which would go into the queue's `Client1` and `Client 2` respectively.

```
support: "|/opt/rt5/bin/rt-mailgate --queue general --action correspond --  
url https://rt.example.com/rt/"  
support-comment: "|/opt/rt5/bin/rt-mailgate --queue general --action comment  
--url https://rt.example.com/rt/"  
client1: "|/opt/rt5/bin/rt-mailgate --queue client1 --action correspond --  
url https://rt.example.com/rt/"  
client1-comment: "|/opt/rt5/bin/rt-mailgate --queue client1 --action comment  
--url https://rt.example.com/rt/"  
client2: "|/opt/rt5/bin/rt-mailgate --queue 'Client 2' --action correspond -  
-url https://rt.example.com/rt/"  
client2-comment: "|/opt/rt5/bin/rt-mailgate --queue 'Client 2' --action  
comment --url https://rt.example.com/rt/"
```

Now, mail sent to `client1@example.com` would be forwarded to `client1@rt.example.com`, which would be picked up by line 3 above and sent to RT, placing the ticket into the queue `Client1`. e-mail to `client2@example.com` would be sent to `client2@rt.example.com` which would go into RT, and place the new ticket in the queue `Client 2`.

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