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-add
ress/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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