

Auto-Queue scrips

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/>

```
# 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;
```

From:

<https://kb.unixservertech.com/> - **Unix Server Tech Knowledge Base**

Permanent link:

<https://kb.unixservertech.com/software/requesttracker/autoqueue?rev=1724977644>

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