

# Request Tracker: Tracking Ticket

This method uses a global scrip, and a local template that can be selected for an individual queue to enable the creation of tracking tickets for that queue to be created for tickets transferred out of the queue.

To read the queue administrator documentation, see [How to create Tracking Tickets for RT tickets transferred out of my queue - IS&T Contributions](#).

## Global Scrip

This scrip should be installed as a global scrip that applies to all queues, with the following settings:

- Description: *On queue change create tracking ticket if local template exists*
- Condition: *User Defined*
- Action: *Create Tickets*
- Template: -
- Stage: *TransactionCreate*

### Custom Condition:

```
return 0 unless $self->TransactionObj->Field eq 'Queue';
my $original_queue = RT::Queue->new(RT->SystemUser);
$original_queue->Load($self->TransactionObj->OldValue);
my $templates = $original_queue->Templates;
$templates->Limit( FIELD => 'Name', VALUE => 'Create Tracking Ticket' );
if ( $templates->Count ) {
    my $local_template = $templates->Next;
    $self->ScripObj->SetTemplate( $local_template->id() );
    return 1;
}
else {
    return 0;
}
```

### Custom Action Preparation Code:

*Blank*

## Custom Action Cleanup Code:

*Blank*

## Local Queue Templates

The existence of a template with this name will trigger the creation of a tracking ticket. The content of the template determines what the tracking ticket looks like. The below is an example, although the key features of it should be maintained.

- Name: *Create Tracking Ticket*
- Description: *Create a tracking ticket for every ticket transferred out of your queue*
- Type: *Perl*
- 

### Content:

```
===Create-Ticket: tracking
Queue: Tooltime::Test Queue
Subject: This ticket tracks and links to a transferred ticket
Refers-To: TOP
SquelchMailTo: othomas@mit.edu
Status: resolved
Content: This ticket was automatically created when ticket #{$Tickets{'TOP'}->id}
was transferred to the queue {$Tickets{'TOP'}->QueueObj->Name}. You can use
this ticket to count escalations and transfers out of your own queue. If you
have access to {$Tickets{'TOP'}->QueueObj->Name} you can check on the
transferred ticket at < {$RT::WebAuthURL}/Ticket/Display.html?
id={$Tickets{'TOP'}->id} >.
ENDOFCONTENT
```