

# High Priority Tasks

Find out if your team members have completed important tasks you assign.

## Scenario

A customer calls with an urgent need, such as a request for documentation to submit to their insurance company. You quickly create a high priority task for your office manager that needs to be completed the same day.

A JobNimbus task automation can let you set a task and have the peace of mind that it will be finished. When completed, or if not completed, you can be notified to ensure your customers are receiving the best service available.

## Setup

Start by visiting “Task Type” in settings and creating a type called “High Priority Task”.

In the “Automation” tab within settings:

1. Click “+ Add rule” and create a name.
2. Select “Time based” as the trigger type.
3. Select “Task” as the trigger record.
4. Run this automation: “1 Days After Date Created”.
5. Click “+Add Condition” and select “If Completed is equal to False” and “If Task Type is equal to High Priority Task”.
6. Click “+ Add action” and select “Create Task”. Name the task and set “Assigned to” to your name.

In this case, when the high priority task is not completed within a day, you will get a notification that it is not complete, along with the details of the original task you assigned.

The screenshot shows the 'Edit Automation Rule' window. The rule name is 'High Priority Task Not Completed'. The trigger type is 'Time based' and the trigger record is 'Task'. The automation runs '1 Days After Date Created'. There are two conditions: 'If Is Completed is equal to False' and 'If Task Type is equal to High Priority Task'. The action is 'Create Task: Task not completed'. The interface includes 'Cancel' and '+ Update' buttons.

## Benefits

- This automation can also be modified as an event based automation that notifies you as soon as a high priority task is completed.
- Ensure that your customers are receiving the timely and high quality service.
- Keep your focus on what you need to accomplish, while making sure your team is following through.
- Make sure low performing team members are improving, without micromanaging.
- Easily track important tasks that would otherwise be lost on a sticky note.