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Add ability to create follow-ups with macros Collecting Feedback

Jeroen van der Steen •

Feature Request# [اسم المنتدى](#) •

I really love the new follow-up functionality. However, I've noticed that I often find myself setting the same kind of follow-ups, such as kicking a ticket back from Awaiting User to Awaiting Agent if no response has been received for a certain amount of time (say 1 or 2 weeks). Since it takes quite a few clicks to create a follow-up, it would be nice if you could .make default follow-ups using a macro

تعليقات (٢)

Chris Radi

منذ سنتين

This would be a huge help for us. We usually create a follow-up on tickets when we think they are resolved; so, the ticket will be closed after a period to confirm resolution. Right now, creating this follow-up takes a lot of clicks. Several of our end users will often reply with a "thank you" which then cancels the follow-up and we have to recreate it. If we could create .these follow ups using either ticket triggers or macros, it would save us a ton of time

Koen

منذ 8 أشهر

Related: <https://support.deskpro.com/en-US/community/view/follow-up-action-in-macro>