Deskpro

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Custom Slack message for triggers Collecting Feedback

- Michael W.
- **اسم المنتدى: #**Feature Request

When using multiple update triggers that notify a slack user/channel, it would be nice, if a custom message text could be set beside the channel, so it is easier to see for the agents, which trigger was activated.

تعليقات (٤)

Colin Dunn

منذ 7 سنوات

We are currently working on a V2 Apps platform which will allow for a lot more customizatons to the apps and integrations, such as improvements to add flexibility to the Slack notifications

Marty

منذ 7 سنوات

Yes, this would be very nice, it needs at least a custom associated message. We've found most of the Deskpro included apps are one simple feature away from being useful, in almost every case.

Mike Sheldon

منذ 6 سنوات

What's the status being able to custom these messages?

Mike Sheldon

منذ 5 سنوات

I ended up using the "Call Web Hook (Custom JSON Payload)" for Slack. Works better than the native app.