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Custom Slack message for triggers Collecting Feedback

• MW 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)

CD Colin Dunn

منذ 8 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

M Marty

منذ 8 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

MS Mike Sheldon

منذ 8 سنوات

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

MS Mike Sheldon

منذ 7 سنوات

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