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## Follow Up action in Macro Collecting Feedback

FY Frank Yann •

اسم المنتدى: # Feature Request

We found a good feature you could add to save time on repetitive tasks. Allow follow-ups to be included in a macro. Right now a follow up can run a macro but it would be great if a macro could include a follow-up

### تعليقات (٣)

JS Jeroen van der Steen

منذ 6 سنوات

This would be great. I very often find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week, so that I can ask the customer for an update). This takes a considerable amount of clicks

BT Brad Templeton

منذ 6 سنوات

We often have to create users account with 3rd party vendors and we are using follow ups to trigger an action. Right now it a manual process but the macro will allow us to use the product more efficiently

ME Mark Edwards

منذ 5 سنوات

I also find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week) so I would like to up-vote this feature request of making the follow-up process quicker and easier