Form responses" Archived"

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• اسم المنتدى: #Feature Request

I would like to request the ability to send a specific email response to a user after they have submitted a ticket in a specific category. Ex.
 A new user account is requested from the HR system (ticket created via email to helpdesk) when that ticket is created I would like for the response email to the user owner to be able to ask them for very specific information that is needed when creating a user account (domain user not helpdesk) so that the account can be created promptly.

تعليقات (٢)

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منذ 12 سنة

I guess it would almost be the same as category specific user_new email templates

Christopher Nadeau

منذ 12 سنة

You can already achieve this with triggers on newticket with any criteria you want using the action "Email: User auto-response notification" to customize the template.