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Ticket Number on Task Reminders Under Review

BG Bill Gabay •
اسم المنتدى: # Feature Request

I love this feature of Deskpro that reminds you of Tasks that are due on the day they are due. I have been using it for a while. One thing I did notice is that the reminder does not reference the specific ticket # and I think that .(would help (instead of just providing the link to your list of tasks

تعليق (1)

Zsolt Kiss
منذ 6 سنوات

Yes it would be a great feature. I have tried to edit the notifications and add some variable in order to show at least the number of the ticket before the text but it doesn't work. The notification contains the text of the tasks only, but neither the ticket number nor its direct link can't be seen. Only a link which directs me to the tasks in .general not to the task in question