

Product > Product (Agent) > You can add Macros to run at ticket creation < الاخبار

You can add Macros to run at ticket creation

(Product (Agent - (۰) تعليقات - Lara Proud - 2022-10-04

You can now queue up Macros on a new ticket that you create from the **+ New** button to .run as the ticket is created

We added this ability to make running Macros on a newly created ticket as quick and convenient as it is to apply them to existing ticket messages. You apply Macros to a new ticket you create in the interface in the same way you would apply them normally, by opening the Macro menu in the reply box with one click and forming any number of .different actions

					י <u>ר</u> י פי ≺
Ticket Subject*		Escalate to 2nd line support	esc2	Macros	×
Agent Team Followers				Escalations	< Back
Agent learn Pollowers +		 △ Team: 21 2nd Line Suppo 	t	٩	
		② △ Agent: ⑧		Macro with a reply (1)	
User* + Create new user Name or email		③ Append Note:		Escalate to 2nd line suppor	t
		Ticket escalated from support		Escalate to Complaints	
C + Add				Escalation to Product Mana	igement
Brand (?) 221B Energy					
Department*			Run on Send	1	
🚺 IT Support					
Language Language					
	🔺 Email 📄 Note		1 🖬 Tr X 0	. 3	
	Signature ×			G	
		ser 🗸 Agent Team			
	Send 🔒 Awaiting U	Ser Agent Team	,		

:There are a number of Macro actions that will occur immediately, these are

Set agent • Set team • Set subject • Set department • Send reply • Add note • Use snippet •

These actions will run as soon as you select the Macros, and the ticket form will update accordingly. Any other Macros you apply will run when the ticket gets created as you hit .**Send**