

Why is my Macro not inserting text into the Reply Box?

Sean Kerwin - 2023-09-15 - Comments (0) - Agent

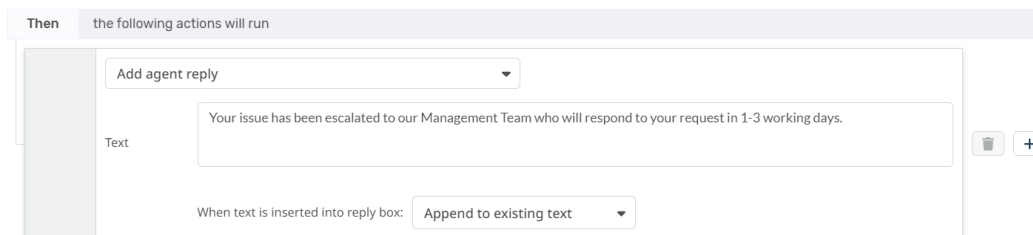
If you use Macros, you might wonder why Agent Reply actions in the Macro will be applied differently depending on whether you select the Run Now or Run on Send options. This article will outline the differences between these two actions and which you should use for each need.

If a Macro you're using includes an Add Agent Reply action, the way it is applied to a ticket will vary depending on which Run action you select.

The Macro may be set up to append or prepend text to your reply message. **However, this setting will only apply if you use the Run on Send option.**

Actions

These actions will apply when the macro is applied.



The screenshot shows a configuration window for a macro action. At the top, it says "Then the following actions will run". Below this, there is a dropdown menu set to "Add agent reply". Underneath the dropdown is a text box containing the message: "Your issue has been escalated to our Management Team who will respond to your request in 1-3 working days." To the right of the text box are two small icons: a trash can and a plus sign. At the bottom of the configuration, there is a label "When text is inserted into reply box:" followed by a dropdown menu set to "Append to existing text".

Using Run on Send, will insert the Macro into the reply box, the actions will display at the bottom of the reply box and any Text Actions will be inserted into the body of the reply either before or after any text you have already entered depending on the Macros rules.

For example, the Macro that has been applied below had the two actions **Change Agent Team** and **Increase Urgency by 3**, these are alongside the Send button to show which actions will take place after you hit send, and the Text has been appended to the response the Agent was already typing.

Hi Nancy,

Thanks for speaking with me earlier.

Your issue has been escalated to our Management Team who will respond to your request in 1-3 working days.

Signature X

Send as Awaiting User
and stay on this ticket

Agent Team
Change Agent

Team: + Urgency: 3
Macro

If you select **Run Now** or apply the Macro using a **Mass Action** it will run straight away, so any Add Ticket Reply Action will be sent as an individual message on the ticket rather than being inserted into the reply box.

FORM IP: 217.138.85.210 Apr 19, 2023, 4:05 PM #1

Agatha Bardle (agathabardle@example.com)

Hi, I think my computer is broken.

EMAIL 2 secs #2

Your issue has been escalated to our Management Team who will respond to your request in 1-3 working days.