



[Canolfan Gymorth](#) > [Cymuned](#) > [Feature Request](#) > [Add 'send \(agent\) email' action to macro functionality](#)

Add 'send (agent) email' action to macro functionality Report

- Koen Glotzbach
- **Enw'r Fforwm:** #Feature Request

My main goal: allow to set a follow-up for a ticket (on a specific date), which sends myself (author of follow-up, or assigned agent) an email reminder.

Feature request with general relevance:

Add the 'send agent email' action - as it already exists for triggers - to Macros. That way I can set up a 'send reminder' Macro, which I can trigger via a follow-up. And everyone else gets this functionality too for their own purposes.

(Current workaround: create a macro that applies a label to the ticket, and a trigger that sends an email when the label gets applied.)