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E-mail agent reply template check ticket status Finished

- Kenneth
- **Enw'r Fforwm:** #Feature Request

When replying to a customer, you can choose Resolved and Awaiting agent. If your system is using the function to block already resolved cases, it would be nice to be able to inform the customer of this, in the last agent reply.

 What this means is, if i resolve a case and respond to the user, i should be able to do such a check in the template "if ticket.status = resolved" kinda-thing, and implement a message to the user "This ticket is now closed. If you have further questions regarding this ticket, please refer to ticket id : bla bla., in a new ticket" and so forth.

 I'm not sure if this can already be done. I've tried doing it before a while ago, but the function wasn't there.

Sylwadau (2)

Chris Padfield

9 years ago

Should be able to do this now; ticket.status variable and check if it equals resolved.

Kenneth

9 years ago

if (ticket.status == "resolved") { } works like a charm, thank you, you may close this request.