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Send a link to the ticket for the user to view via SMS Collecting Feedback

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

When using the SMS feature, it would be great if there was a way to pre-set a template to add a link to the end of each message or have a quick way from the agent interface to be able to add a link to the ticket for the end-user to click and open the ticket via the Help Center