



 $\underline{\text{Hjælpecenter}} > \underline{\text{Community}} > \underline{\text{Feature Request}} > \underline{\text{Include user message in SLA alert email}}$

Include user message in SLA alert email Collecting Feedback

• Tommy Jackson

• Navn på forum: #Feature Request

We have recently begun using SLAs and would like to be able to include the user's message in the warning/failure email template. This is not currently supported.