



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Send a link to the ticket for the user to view via SMS](#)

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

- SH Staffan Hugemark
- **Forum name:** #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