



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Send email to Teams as well as individuals</u> Send email to Teams as well as individuals Collecting Feedback

• JG Jason Gillan

• Forum name: #Feature Request

Would be a nice feature to be able to email specific teams rather than just the agent team or specific agents on triggers. For example I want an email to get sent to everyone in the 'Management' team when the Urgency hits 10. See attached screenshot.