



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>"Form responses"</u>

"Form responses" Archived

- CC Christopher Callaham
- Forum name: #Feature Request

I would like to request the ability to send a specific email response to a user after they have submitted a ticket in a specific category. Ex.

A new user account is requested from the HR system (ticket created via email to helpdesk) when that ticket is created I would like for the response email to the user owner to be able to ask them for very specific information that is needed when creating a user account (domain user not helpdesk) so that the account can be created promptly.

Comments (2)

CC Christopher Callaham

13 years ago

I guess it would almost be the same as category specific user new email templates

Christopher Nadeau

13 years ago

You can already achieve this with triggers on newticket with any criteria you want using the action "Email: User auto-response notification" to customize the template.