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Add ability to create follow-ups with macros Collecting Feedback

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- **Forum name:** #Feature Request

I really love the new follow-up functionality. However, I've noticed that I often find myself setting the same kind of follow-ups, such as kicking a ticket back from Awaiting User to Awaiting Agent if no response has been received for a certain amount of time (say 1 or 2 weeks). Since it takes quite a few clicks to create a follow-up, it would be nice if you could make default follow-ups using a macro.