Delayed Send Feature Finished

- Rudy
- **Forum name:** #Feature Request

I'm not sure if this is a common request for a feature, but I think it would be nifty if the software had a delay send or send reply at a specified time feature - like Outlook. For example, I'm up late today and I'm responding to a few tickets, but I really don't want people seeing that I'm e-mailing them at 2:00 am when I close a ticket or await a response. I think it would be great if there was a check mark or option like in Outlook to delay send the message? Don't know if this is possible, but would be very helpful. This way I would hit send response at 8:00 am for example, it and looks more normal that I'm in at a reasonable hour vs. can't sleep, etc. If anyone else needs this feature - definitely like so it can be added.

Comments (2)

David Jones

4 years ago

I found this on a Google search. I too want a delayed send feature. That would allow me to address tickets after hours while maintaining regular business hours.

Matthew Wray

4 years ago

Hi Rudy and David. It sounds like the Follow-ups feature should work for you in this scenario: https://support.deskpro.com/en/guides/agent-guide/tickets/follow-ups-2 It allows you to schedule actions to run on a ticket (including sending replies). Thanks, Matt