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Grouped Triggers Collecting Feedback

- SH Steve, Lam Hang
- **Forum name:** #Feature Request

Would be useful to add the ability to group trigger for when department specific triggers are made in order to keep the trigger page tidy. The style of the current folders for triggers are good, so would be great to create more custom folders.

Comments (3)

DA **Dustin J. Albright**

2 years ago

When you go into the New Ticket triggers, there are two built in folders. I now have 76 triggers and scrolling through the list to try to find them is difficult, and trying to group them is seemingly impossible. Please add the ability to create folders aside from the two built in folders to organize triggers.

SK **Steffen Kemme**

2 years ago

I have the same issue. One long list of triggers is not easily manageable, so being able to group them into folders would help quite a lot.

DA **Dustin J. Albright**

8 months ago

There should be a way to group triggers. I have so many new ticket triggers that when I need to edit one I have to scroll around too much to find the one I'm looking for. There are two default groups for Department and Email, we should be able to make more.