Can I use macros to quickly insert predefined text, 'canned answers', etc?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

In Deskpro we call this feature **Snippets**.

Deskpro **Macros** are used to automatically carry out a stored series of actions on a ticket (e.g. changing the department, increasing the urgency etc).

Snippets can contain variables which are automatically replaced with the relevant value for the particular ticket.

For example:

```
Dear {{ ticket.person.display_name }}
```

would automatically greet the user by name.

You can also define a shortcut, so agents can insert a Snippet using a typed code such as %greeting%.

For full details, see the Snippets section of the agent manual.