Deskpro

Ability to "Notify All Agents" in Triggers Collecting Feedback

- Kris van der Starren
- **Nombre del foro:** #Feature Request

Having a 'Notify all agents' option for triggers would be useful - for example when you're defining things like 'emergency' triggers. The only way to do that currently seems to be to add all of the agents in your organization as a follower on the ticket (one at a time) and then use the 'Send Agent Email' trigger with the 'Ticket Followers' option. The problem with this approach is that I will need to go in and adjusted it every time somebody new joins the company.