



## <u>Help Center</u> > Community > Feature Request > Send a link to the ticket for the user to view via SMS</u>

Send a link to the ticket for the user to view via SMS Collecting Feedback

- Staffan Hugemark
- Forum name: #Feature Request

When using the SMS feature, it would be great if there was a way to pre-set a template to add a link to the end of each message or have a quick way from the agent interface to be able to add a link to the ticket for the end-user to click and open the ticket via the Help Center