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Add 'send (agent) email' action to macro functionality Report



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Forum name: #Feature Request •

My main goal: allow to set a follow-up for a ticket (on a specific date), which sends myself (author of follow-up, or assigned agent) an email reminder.

Feature request with general relevance:

Add the 'send agent email' action - as it already exists for triggers - to Macros. That way I can set up a 'send reminder' Macro, which I can trigger via a follow-up. And everyone else gets

this functionality too for their own purposes.

(Current workaround: create a macro that applies a label to the ticket, and a trigger that
(.sends an email when the label gets applied