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Expanded Rule criteria & actions Archived

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**Forum name:** #Feature Request •

Expand rule criteria to be able to include substrings within the message subject.<br /><br />  
<br /><br /> This would allow anything coming in that has a subject tagged with a keyword/code to be auto-assigned to a category/person/etc.<br /><br /> <br /><br /> For actions, expand to allow more actions that you can manually do with a ticket, such as close/delete/pin/etc etc