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Follow Up action in Macro Collecting Feedback

Frank Yann •

Forum name: #Feature Request •

We found a good feature you could add to save time on repetitive tasks. Allow follow-ups to be included in a macro. Right now a follow up can run a macro but it would be great if a .macro could include a follow-up

(Comments (۲

Jeroen van der Steen

5 سال پیش

This would be great. I very often find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week, so that I can ask the .customer for an update). This takes a considerable amount of clicks

Brad Templeton

5 سال پیش

We often have to create users account with 3rd party vendors and we are using follow ups to trigger an action. Right now it a manual process but the macro will allow us to use the .product more efficiently

Mark Edwards

4 سال پیش

I also find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week) so I would like to up-vote this feature request of .making the follow-up process quicker and easier