Deskpro

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Macros outside of tickets Collecting Feedback

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Forum name: #Feature Request •

It would be very useful to be able to create macros that automate/script repetitive tasks outside of the scope of a single ticket. For example, let's say that my organization needs to create a certain type of ticket that has the same 10 tasks inside of it. If I can create a macro that can do that with minimal input from me (e.g, ticket title, assigned person, etc.), that would be awesome.