Deskpro

mention a team Collecting Feedback@

• Errol

Forum name: #Feature Request •

?Is it possible to @mention a team in a note
.Example we have two people in the finance team
So far we were mentioning each one individually. Can we do @finance, so they both get the
?mention
(Comment (1

Clint Broadhead

5 سال پیش
When filling out a note it would be extremely useful for the support team to @ mention an
entire team to better elicit a response.

For example there is an issue with the website. The support team (HelpDesk) can @ mention
the web site team (WebGroup) with @WebGroup which will subsequently ping every member
.of that team