

Can I use macros to quickly insert predefined text, 'canned ?answers', etc

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

.In Deskpro we call this feature **Snippets**

Deskpro **Macros** are used to automatically carry out a stored series of actions on a ticket .(e.g. changing the department, increasing the urgency etc

Snippets can contain variables which are automatically replaced with the relevant value for .the particular ticket

:For example

```
{{ Dear {{ ticket.person.display_name
```

.would automatically greet the user by name

You can also define a shortcut, so agents can insert a Snippet using a typed code such as .%%greeting

.For full details, see the [Snippets section of the agent manual](#)