

Product > Product (Agent) > You can add Macros to run at ticket creation < اخبار

You can add Macros to run at ticket creation

(Lara Proud - Comment (1) - Product (Agent - 2022-10-04

You can now queue up Macros on a new ticket that you create from the **+ New** button to .run as the ticket is created

We added this ability to make running Macros on a newly created ticket as quick and convenient as it is to apply them to existing ticket messages. You apply Macros to a new ticket you create in the interface in the same way you would apply them normally, by opening the Macro menu in the reply box with one click and forming any number of .different actions

	* D 4
Ticket Subject*	Macros
+ Add	Escalate to 2nd line support esc2 : Escalations < Ba
Agent Team Followers	(1) △ Team: (2) 2nd Line Support
	(2) ∧ Agent: (8)
User* + Create new use	Append Note:
Name or email	Ticket escalated from support Escalate to 2nd line support Escalate to Complaints
- + Add	Escalate to Complaints Escalate to Complaints Escalate to Complaints
Brand 221B Energy	
Department*	Run on Send
IT Support	
Language	
	🖌 Email 🗈 Note 💼 🖾 Tr 🛠 🖉 🔇
	A cinal Prote
	Signature ×
	Send 🤮 Awaiting User 🗸 Agent Team 🛷

:There are a number of Macro actions that will occur immediately, these are

Set agent • Set team • Set subject • Set department • Send reply • Add note • Use snippet •

These actions will run as soon as you select the Macros, and the ticket form will update accordingly. Any other Macros you apply will run when the ticket gets created as you hit .**Send**