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## I'm having trouble with my macro not adding text to a reply

Ben Henley - 2023-09-15 - Comments (0) - Deskpro Legacy

## Question

I want to create a macro which uses an **Add Ticket Reply** action to add text to a reply. I set it up like this:

## Who can use this macro??

Everyone	÷
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	Glad we could resolve your problem. Thanks Acme Corporation!
Add Ticket Reply	•
	When selected from the reply box, where sho inserted?
	Append to existing reply text \$

When I run the macro, the text isn't added to the end of my reply as I expected. Instead, a reply is sent with just the text I wanted to append. What's going on?

## **Answer:**

When using an **Add Ticket Reply** macro to append or prepend text, you should make sure to run the macro from the **Send Reply as** control, *not* from the **Macros** control.

	Priority: Critical		
	Labels: 🗶 leg	al 🗶 recurring	x rocket
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REPLY	NOTE		
D Rep	ly and apply a ma	acro	<u>A</u> :≡
	up to L2 & resolve		
Reply	and set a status		
Awaiti	ng <u>U</u> ser	~	
Awaiti	ng <u>Ag</u> ent		
Resolv	ve <u>d</u>		
🔿 Se	nd Reply as Awaitin	g <u>U</u> ser 🔺	🗌 Agent: 🖉 N

If you run it from the **Macros** button on the ticket (or as a mass action), the actions will run in the context of the ticket as a whole, rather than the reply you're creating. As a result, the text is not added to the reply you are editing, but instead is sent as a separate reply.

Tags			
append			
macro			
macros			
prepend			
reply			