

Knowledgebase > Deskpro Legacy > I'm having trouble with my macro not adding text to a reply

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 \$

Actions

		Glad we could resolve your problem. Thank Acme Corporation!
Θ	Add Ticket Reply	v
		When selected from the reply box, where sh 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.

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	Labels: 🗶 legal 🗶 recurri					
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REPLY	NOTE					
Ø Rep	ly and apply a ma	acro	<u>A</u> :≡			
	up to L2 & resolve					
Reply and set a status						
Awaiti						
Awaiti						
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			