Copy a Macro and Triggers Collecting Feedback

- JM John Monkhouse
- **Forum name:** #Feature Request

Hello, It would save me soooo much time if we could copy a Macro and Triggers.

I have so many that are the same but have the department different for each of our brands.

Comment (1)

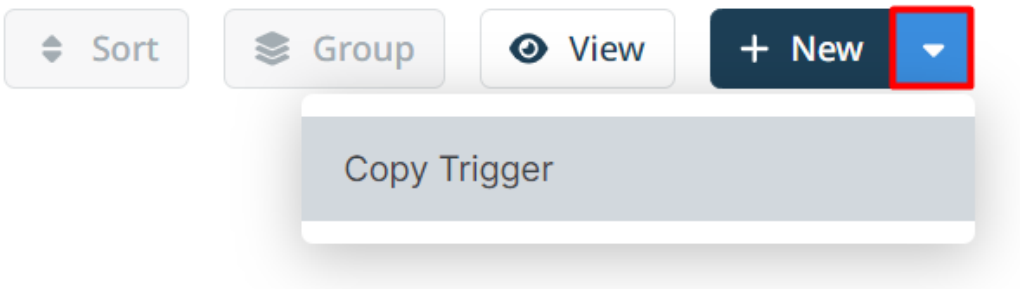
Lara Proud
1 year ago

Hi John,

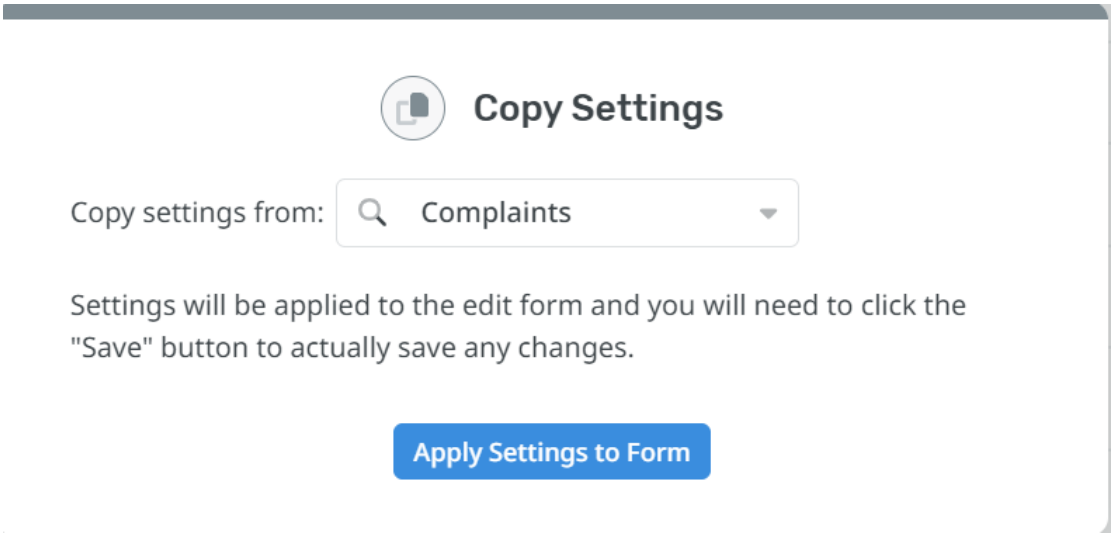
Thanks for raising this, the ability to copy Triggers does exist, however, this functionality doesn't currently extend to Macros so we will leave this open to collect feedback.

For copying Triggers, you want to follow the steps below:

Go to **Admin > Business Rules > Triggers**, click the arrow on the **New** button and you get the option to **Copy Trigger**. Which lets you copy the settings from an existing Trigger in your helpdesk.



In the menu that opens, select the Trigger you want to copy and hit **Apply Settings to Form**



This will open the Trigger Menu with the existing settings applied, then all you need to do is update the department or brand and press **Save**.