Deskpro

Expanded Rule criteria & actions Archived

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- **Nome del forum:** #Feature Request

Expand rule criteria to be able to include substrings within the message subject.

 This would allow anything coming in that has a subject tagged with a keyword/code to be auto-assigned to a category/person/etc.

 For actions, expand to allow more actions that you can manually do with a ticket, such as close/delete/pin/etc etc