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Custom Slack message for triggers Collecting Feedback

- Michael W.
- フォーラム名: #Feature Request

When using multiple update triggers that notify a slack user/channel, it would be nice, if a custom message text could be set beside the channel, so it is easier to see for the agents, which trigger was activated.

Comments (4)

Colin Dunn

6年前

We are currently working on a V2 Apps platform which will allow for a lot more customizatons to the apps and integrations, such as improvements to add flexibility to the Slack notifications

Marty

6年前

Yes, this would be very nice, it needs at least a custom associated message. We've found most of the Deskpro included apps are one simple feature away from being useful, in almost every case.

Mike Sheldon

6年前

What's the status being able to custom these messages?

Mike Sheldon

5年前

I ended up using the "Call Web Hook (Custom JSON Payload)" for Slack. Works better than the native app.