ヘルプセンター > コミュニティ > Feature Request > Follow Up action in Macro

Follow Up action in Macro Collecting Feedback

- Frank Yann
- フォーラム名: #Feature Request

We found a good feature you could add to save time on repetitive tasks. Allow follow-ups to be included in a macro. Right now a follow up can run a macro but it would be great if a macro could include a follow-up.

Comments (3)

Jeroen van der Steen

5年前

This would be great. I very often find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week, so that I can ask the customer for an update). This takes a considerable amount of clicks.

Brad Templeton

5年前

We often have to create users account with 3rd party vendors and we are using follow ups to trigger an action. Right now it a manual process but the macro will allow us to use the product more efficiently.

Mark Edwards

4年前

I also find myself setting the same follow-ups (like setting the status to Awaiting Agent again if no reply was received after e.g. 1 week) so I would like to up-vote this feature request of making the follow-up process quicker and easier.