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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 ↕

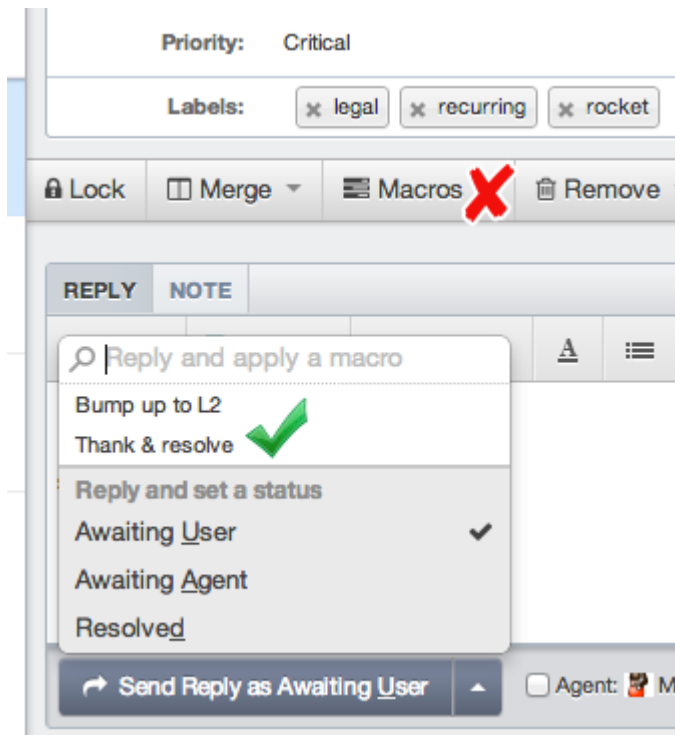
Actions

<div>✕ Add Ticket Reply ▼</div>	<div>Glad we could resolve your problem. Thanks Acme Corporation!</div> <div>When selected from the reply box, where should the text be inserted? Append to existing reply text ↕</div>
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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.



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
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