



<u>Centrum Wsparcia</u> > <u>Grupa</u> > <u>Feature Request</u> > <u>Creating a trigger to later the way users receive agent reply triggers</u>

## Creating a trigger to later the way users receive agent reply triggers Collecting Feedback

• KH Kieron Hill

• Nazwa forum: #Feature Request

Currently we have clients who do not want to use the portal but just email us. Some of our clients have group email boxes and/or do not have a secure work area . I would like to have a feature where users who need to use the online app receive a message telling them to log on to see the agent reply, and those on the ticket who don't need to use the online app receive the agent reply itself