Custom Slack message for triggers Collecting Feedback

- Michael W.
- **Nome do fórum:** #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.

Comentários (4)

Colin Dunn

há 7 anos

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

há 7 anos

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

há 6 anos

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

Mike Sheldon

há 5 anos

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