



[Centro de Ajuda](#) > [Comunidade](#) > [Feature Request](#) > [Include user message in SLA alert email](#)

Include user message in SLA alert email Collecting Feedback

- Tommy Jackson
- **Nome do Fórum:** #Feature Request

We have recently begun using SLAs and would like to be able to include the user's message in the warning/failure email template. This is not currently supported.