



[Help Center](#) > [Предложения](#) > [Feature Request](#) > [Expanded Rule criteria & actions](#)

Expanded Rule criteria & actions Archived

- Gregg Anderson
- **Forum name:** #Feature Request

Expand rule criteria to be able to include substrings within the message subject.

This would allow anything coming in that has a subject tagged with a keyword/code to be auto-assigned to a category/person/etc.

For actions, expand to allow more actions that you can manually do with a ticket, such as close/delete/pin/etc etc