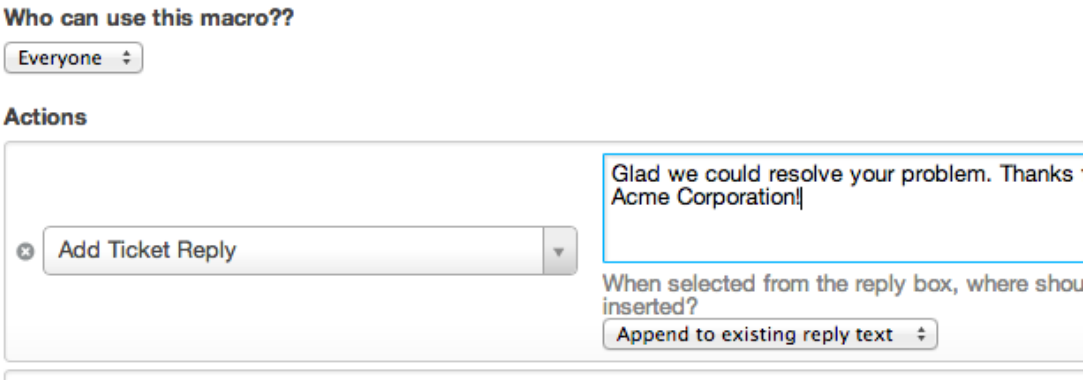
I'm having trouble with my macro not adding text to a reply

Ben Henley - 2023-09-15 - Comments (0) - Deskpro Legacy

Question

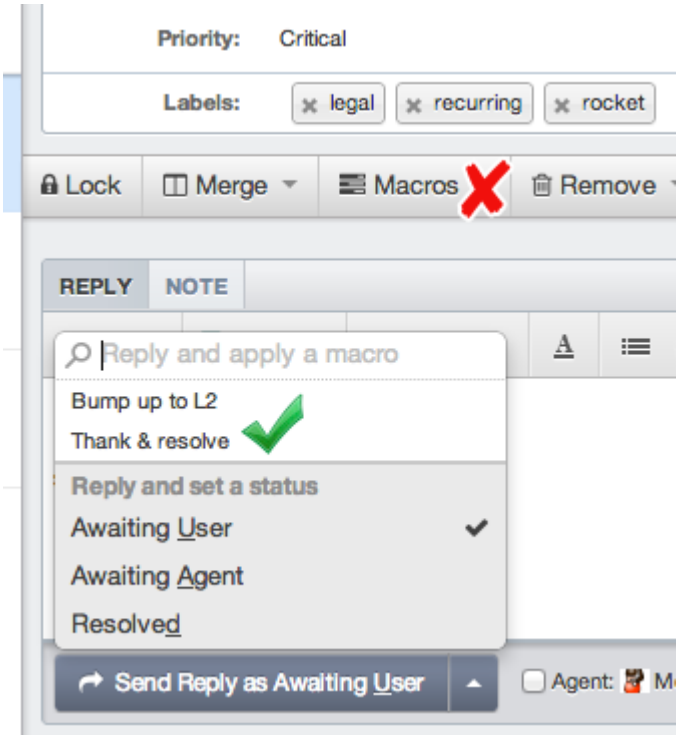
I want to create a macro which uses an **Add Ticket Reply** action to add text to a reply. I set it up like this:



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
prepend
reply