



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Send a link to the ticket for the user to view</u> <u>via SMS</u>

Send a link to the ticket for the user to view via SMS Collecting Feedback

• Staffan Hugemark

• Forum name: #Feature Request

When using the SMS feature, it would be great if there was a way to pre-set a template to add a link to the end of each message or have a quick way from the agent interface to be able to add a link to the ticket for the end-user to click and open the ticket via the Help Center