Subscribe to News posts Finished

- Lu Parente
- **Forum name:** #Feature Request

Hello,

 Can you please add the ability for users to subscribe to the News section of DeskPro. I believe this may have even been a feature of an older version. This would be a very useful feature for us as we use this section to post service outage info as well as other company related info that impacts our customer base. Providing this function would allow our customers to receive an email notification when posting a new News article.

 Thank you,

 Lu Parente

 Roadpost Inc.

Comments (2)

Ben Henley

pre 9 godina

Hi Lu, Thanks for the suggestion. There is a possible workaround to do this with the current version: we provide an RSS feed of the News articles (with different feeds for each category). You could take the RSS and feed it into a suitable RSS-to-email-list tool - for example, MailChimp supports this, although I believe it may not send out the emails straight away. However, I appreciate that it would be a lot more convenient to have an email subscription option built into DeskPRO.

Jason Voice

pre 9 godina

A voluntary email subscription to news categories (channels) would be good to see in the same way you can subscribe to faq's.

It would be good to also offer the option to make this subscription mandatory.