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I'm having trouble with my macro not adding text to a reply Ben Henley - 2023-09-15 - Yorumlar (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:

## Who can use this macro??

Everyone \$

## Actions

			Glad we could resolve your problem. Thanks Acme Corporation!
0	Add Ticket Reply	*	
			When selected from the reply box, where shou inserted?
			Append to existing reply text 💠

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.

	Priority: Critical			
	Labels: x legal x recurring	ng 🗶 rocket		
Lock	🖽 Merge 👻 📰 Macros 🗶 🗎	Remove		
REPLY	NOTE			
∫ ⊂ Rep	bly and apply a macro	<u>A</u> :≡		
	up to L2 & resolve			
Reply	and set a status			
Awaiti	ng <u>U</u> ser 🗸			
Awaiti	ng <u>Ag</u> ent			
Resolv	/e <u>d</u>			
r Se	nd Reply as Awaiting User	Agent: 불 N		

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.

Etiketler			
append			
macro			
macros			
prepend			
reply			