Deskpro

Macro Action Option to Add Snippet as a Note Collecting Feedback

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- 论坛名称: #Feature Request

Currently there is no option to add a snippet as a note when creating macros. The only option to add a reply as a note is via the "Add Ticket Reply" which you then have to put the text in and the formatting isn't anywhere as good as in the snippets. For example, we have snippets that we made tables in for better organization. When trying to copy that table into the text box in "Add Ticket Reply" it does not format correctly.