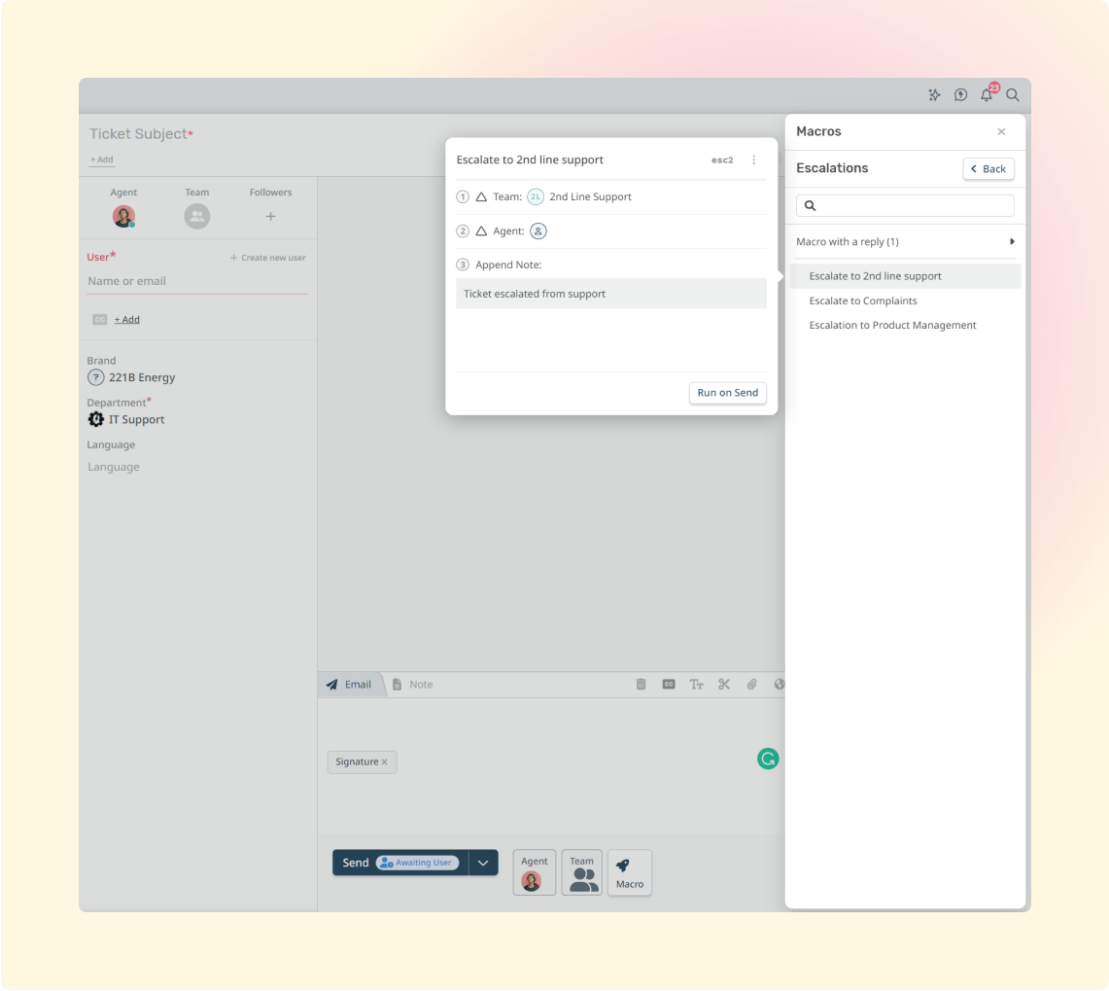
You can add Macros to run at ticket creation

2022-10-04 - Lara Proud - Comments (0) - Product (Agent)

You can now queue up Macros on a new ticket that you create from the **+ New** button to run as the ticket is created.

We added this ability to make running Macros on a newly created ticket as quick and convenient as it is to apply them to existing ticket messages. You apply Macros to a new ticket you create in the interface in the same way you would apply them normally, by opening the Macro menu in the reply box with one click and forming any number of different actions.



There are a number of Macro actions that will occur immediately, these are:

- Set agent
- Set team
- Set subject

- Set department
- Send reply
- Add note
- Use snippet

These actions will run as soon as you select the Macros, and the ticket form will update accordingly. Any other Macros you apply will run when the ticket gets created as you hit **Send**.