Deskpro

Action code for a CC Collecting Feedback

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- **اسم المنتدى: #**Feature Request

.It would be great if an email action code could be added to the system that adds CCs to tickets

Similar to #user but for CCs

تعليق (1)

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منذ 3 سنوات

Currently, DeskPro has the function of using action codes (hashtags) to set specific criteria for a ticket when you send it from an email replay to a ticket. With the action codes you are able to set #user, #assign, #follow, .(#team, #label, and others. I want an option to add CCs to the ticket besides the requestor (#user