



[Feature Request](#) > [Allow responding to a different user](#) < [اقتراحات](#) < [مركز المساعدة](#)

Allow responding to a different user Collecting Feedback

JB Jan Bakalar •
اسم المنتدى: # Feature Request

It would be great if an agent could decide to respond to a ticket while changing the email address of the recipient user. It is currently possible to forward a ticket to another email address, but there is no record of it in !the ticket's history. Thank you for your attention

تعليق (1)

AH **Andreas Hugin**

منذ 7 سنوات

In addition: If the recipient sends a reply it should be visible in the ticket's message list too. Currently a reply is .treated as a new ticket