



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

Allow responding to a different user Collecting Feedback

Jan Bakalar •

Feature Request# [اسم المنتدى](#) •

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)

Andreas Hügin

منذ 6 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