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Auto-add users as participants to other tickets Archived

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Feature Request# **اسم المنتدى:** •

Our users primarily interact with the helpdesk via e-mail. It is very common for one of them to make a request, but due to their level in the company, they are not authorized to request what they are asking of us. I have to ask them to have their superior send us the same request as our policy requires the request to come from the superior.<br /><br /> <br /><br /> What commonly happens is the user forwards (Via e-mail) my response to their superior, and the superior then forwards that message back to the helpdesk from their own account, sometimes adding an additional comment.<br /><br /> <br /><br /> When they do this, the e-mail gateway kicks out a VERY unhelpful "access denied" message. At the very least, it would be nice to have a better description on this - "helpdesk detected you are trying to send an e-mail on a ticket you are not a participant in." <br /><br /> <br /><br /> Ideally, I would like an option to allow a message coming from a different user that matches an existing ticket ID to automatically be merged into that ticket and the new user .added as a participant