



[Feature Request](#) > [Send notification to cc'd participants when ticket owner adds a](#) < [مركز المساعدة > اقتراحات](#)
(reply to a ticket created in the portal (and vice versa

Send notification to cc'd participants when ticket owner adds a reply to a ticket created in the portal (and vice versa) Collecting Feedback

SW Samuel Waser •
Feature Request# : [اسم المنتدى](#) •

If I create a ticket within the portal as a user and CC a participant in the ticket, the cc'd user doesn't get notified when I (the ticket owner) send a reply. The ticket triggers only allow the cc'd participant to get notified when an agent responds.

From my point of view, the cc'd user should receive a notification whether the ticket owner or the agent adds a new reply to a ticket by portal.

.The same should apply if the cc'd user adds a new reply - I should then receive a notification of their reply