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Split multiple messages into one new ticket Finished

PW Patrick Wijntjes •
اسم المنتدى: # Feature Request

Sometimes you realize only after the latest reply of a user that previous replies were actually related to a complete new topic. It would be nice if I can split multiple messages (and notes) into one new ticket. Now I first .have to split all the messages into their one ticket one by one, and than merge them into one ticket one by one

تعليقات (٢)

K Koen

منذ 5 سنوات

Related/duplicate: <https://support.deskpro.com/community/view/move-messages-to-other-tickets>

MW Matthew Wray

منذ 5 سنوات

Hi Patrick - there is an option in the Actions menu in the ticket to 'Split messages to new ticket' which allows you ?to check multiple messages and move those in one go. Would that work or you