



[Feature Request](#) > [The ability to stop Deskpro creating a new ticket be default if Deskpro email address is down as a cc](#) [مركز المساعدة](#) < [اقتراحات](#) <

The ability to stop Deskpro creating a new ticket be default if Deskpro email address is down as a cc Collecting Feedback

RT Robert Tanka •
اسم المنتدى: # Feature Request

If Deskpro is included as a cc on a ticket, a new ticket is started. We would like a check that sees if Deskpro is down as a cc, and if so, does not create a new ticket and instead uses subject matching to add it to the relevant ticket.

تعليق (1)

Javier Casares

منذ شهرين

I have this in the legacy HelpDesk I'm moving from. It is a must to avoid creating tickets when customers think (they should inform us of something (not the way IMO