Deskpro

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

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

• 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.