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users can CC'ed tickets Finished

Jorge Fdez •

• اسم المنتدى: # Feature Request

Agents can CC'ed a ticket so other users (deskpro users or not) can receive updates about ticket changes

Would be very interesting if user can CC'ed tickets from user interface

تعليق (1)

Chris Padfield

منذ 8 سنوات

This is an existing feature; you need to drag the CC option to the ticket from the layout editor .in the admin interface