

?Can I BCC someone into a ticket thread

Agent - تعليقات (٠) - Eloise Rea - 2023-06-20

There is no function to BCC someone into a ticket in Deskpro, by design. Consider what happens if a person who is BCC'd onto a ticket replies to a ticket message: if Deskpro added their reply to the ticket then all other .users/agents could see the message. This defeats the purpose of a BCC

:Alternatively, you could

[Forward as a New Ticket](#)

.This can used to forward a message or whole Ticket history •

Create a [Linked Ticket](#)

Linked Tickets act like an independent Ticket, but it's linked to the • original Ticket making it easy to stay on top of what is going on with the issue. You access linked tickets from the **Linked Tickets** tab on .the ticket properties panel