

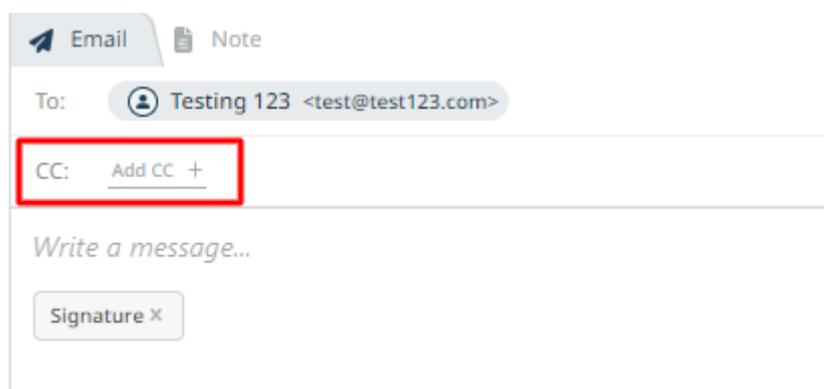
?Is there a way to CC: someone into a ticket

Agent - تعليقات (.) - Kimberley Wilson - 2023-08-01

Yes, you can CC someone on a ticket. When composing a reply, you'll find various options .available, including the CC option



By selecting CC, a line will be added to the top of the reply box, allowing you to easily add .the recipients you want to include in the CC list



If **you CC an Agent** in on your email reply, the Agent will be added to the .(Ticket as a follower (provided you have the correct permission to do that
If **you CC a User** in on your email reply, the User will be added to the .Ticket **CC Field**

If a **User CCs another User**, they will be added to the CC field .((depending on helpdesk settings

If a **User CCs an Agent**, by default, they will *not* be added as a follower .to the Ticket, although your Admins can enable that

البطاقات
CCs
followers