

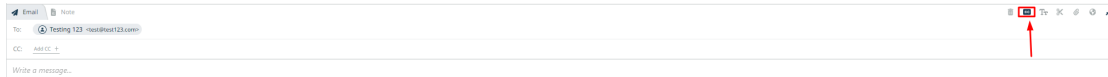


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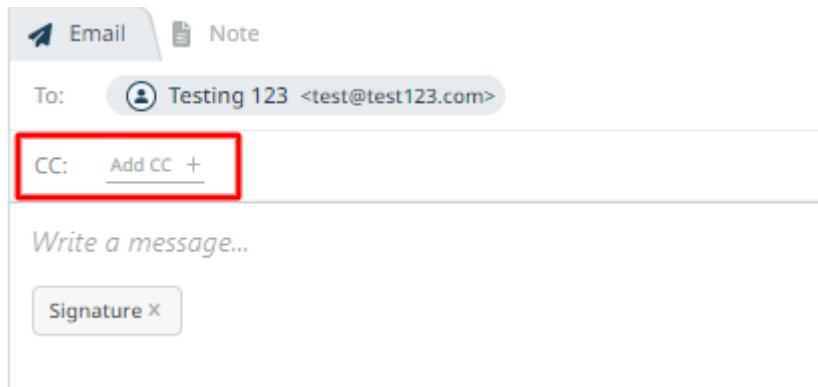
?Is there a way to CC: someone into a ticket

[Agent](#) - (0) [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

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