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Adding an Agent as a CC on an Email creates a Ticket Lara Proud - 2023-09-07 - Comments (0) - Channels

By default, if an end-user CCs an Agent on a Ticket they will not be added to the Ticket, so when the Agent replies a new ticket will be created because the helpdesk will treat the Agent's email as a new Ticket.

You can change the default behavior, which means when an Agents is CC'd on a Ticket they will be processed as a Ticket Follower. Go to **Channels > Email > Settings**, under **Inbound Email Settings**, and enable the **Allow users to CC agent email addresses to add them as followers** option:

CHANNELS ^	Allow users to CC agent email addresses to add them as followers
Accounts	Enabling this setting allows end-users to CC known agent email addresses to add agents as followers. When disabled, a user won't be able to CC agent email addresses.
Templates	
Settings	Process email replies as notes instead of ticket replies
Incoming Log Outgoing Log	Process all email replies by agents as private notes instead of as normal replies (which would be sent to end-users).

Warning

There are implications of enabling this setting because when an Agent is a Follower on a Ticket, they will be able to view the Ticket, regardless of any Ticket or Department Permissions that would prevent them from otherwise seeing it. This would allow the Agent to carry out actions on a Ticket that they would otherwise not be allowed to.

If you want to restrict Agents from being able to do so, it would be better to not enable this option.

CCs	
email	
followers	