

How can I show a list of Ticket Followers in an email notification?

Adam Last - 2023-08-16 - Comments (0) - Admin

You can show a list of Ticket Followers in the email notification sent to agents, to make it clear that Agents who have been added as Followers have not been assigned the Ticket directly, so don't have to answer the email.

To do this you need to edit the Agent Email Templates to show a list of Followers.

The templates can be accessed by going to **Admin > Channels > Emails > Templates**. Then select the email templates that you want the list of Followers shown on: