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Duplicate Detection Collecting Feedback

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- **Enw'r Fforwm:** #Feature Request

It would be helpful if tickets could pop up that have similar context as a new ticket that comes into the queue.

For example, if an email comes into the Helpdesk that has 7414844378 in the subject line or body of the email it would be advantageous to show other tickets that contain 7414844378 to avoid multiple team members working on a similar issue.