



<u>Canolfan Gymorth</u> > <u>Cymuned</u> > <u>Feature Request</u> > <u>users can CC'ed tickets</u>

users can CC'ed tickets Finished

- Jorge Fdez
- Enw'r Fforwm: #Feature Request

Agents can CC'ed a ticket so other users (deskpro users or not) can receive updates about ticket changes

 Would be very interesting if user can CC'ed tickets from user interface Sylw (1)

Chris Padfield

8 years ago

This is an existing feature; you need to drag the CC option to the ticket from the layout editor in the admin interface.