The ability to stop Deskpro creating a new ticket be default if Deskpro email address is down as a cc Collecting Feedback

- RT Robert Tanka
- **Navn på forum:** #Feature Request

If Deskpro is included as a cc on a ticket, a new ticket is started. We would like a check that sees if Deskpro is down as a cc, and if so, does not create a new ticket and instead uses subject matching to add it to the relevant ticket.

Kommentar (1)

Javier Casares
2 måneder siden
I have this in the legacy HelpDesk I'm moving from. It is a must to avoid creating tickets when customers think they should inform us of something (not the way IMO).