


Forward and create new linked ticket

2019-06-27 - Colin Dunn - Comments (0) - Product

In situations where you may need to consult with external 3rd parties which are not included in the support workflow, you need a quick way to dialogue internally and branch into a new conversation outside your standard support ticket process.



The screenshot shows the 'FORWARD' tab in the Deskpro interface. The email header includes:

- To: distribution@example.com
- Add: CC | CC Sender
- From: John Doe <support@example.com>
- Subject: FW: Weekend Delivery

The body of the email contains the following text:


Hello Warehouse Manager,

I am forwarding out a conversation below with a customer regarding weekend delivery of large pallets. I realise you are not in our customer support desk, so a new ticket is being opened in parallel. You may openly respond to this email, the customer **will not** see your response.

Thanks,
Customer Support Team

----- Forwarded Message -----
From: Amalia Green <a.green@example.com>
Date: Tuesday, May 21st 2019, 7:33:11 pm
Subject: Weekend Delivery

I have spoken with the building manager, the delivery bay will be under construction until Friday. We cannot accept any deliveries this week.



Is there anyone you could contact to get this to happen? We would appreciate it.

At the bottom of the interface, there is a 'Forward Message' button and a set of options: Forward as a new linked ticket, Agent: Me, Team: Level 1, and Close Tab.

An additional feature has been added you forward a message or whole ticket history. You can now immediately port this conversation into a new ticket and assign it to the appropriate agent or team - without the original recipient knowing there is a conversation going on in the background. Previously, any replies to a forwarded message would create a brand new ticket - you have the option to create that linked ticket now, and control the conversation.