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Display 'TO' recipients in the ticket messages. Finished

- TI TRAXALL - Infra
- Forename: #Feature Request

Recently, [Deskpro changed the way it displays CC'd recipients for each message](#). Since this change, the following information about the 'TO' and 'CC' recipients has been removed:

A screenshot of a ticket message interface. At the top, it says "19 minutes ago" and has a gear icon. Below that, the "Date Created" is listed as "Wed, 31st Jul 2019 5:22pm". Under "Via", it says "Email". In a red-bordered box, the "To" and "CC's" fields are shown: "To: dev@deskprodev.com" and "CC's: examplecc1@example.com; examplecc2@example.com".

Date Created: Wed, 31st Jul 2019 5:22pm

Via: Email

To: dev@deskprodev.com

CC's: examplecc1@example.com;
examplecc2@example.com

With the new display method of cc'd participants, there is no longer any information about the 'TO' recipient easily visible. We would like the 'TO' information to be available with the 'CC' information.

Kommentare (2)

CP Cyrille PELATAN

vor 6 Jahren

Bonjour, Qu'en pensez-vous apporter la coorection? Merci

Lara Proud

vor 2 Jahren

Hi Team, this behavior has been restored in the latest version of Deskpro. The To and CC information can be seen on both the reply box as you draft a message and on the ticket message itself for clarity of who the message was sent to!