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Non-agent functionality for creating tickets from a forward Collecting Feedback

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- **Forenname:** #Feature Request

In some situations colleagues who are not agents forward emails into our helpdesk to be logged as tickets.

These are logged with the colleague as the ticket owner.

It would be helpful if you could add a feature which would allow these forwards to be processed in the same way as agent emails (i.e. the original email sender would be logged as the owner rather than the forwarder).