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Sending history in customer reminders Collecting Feedback

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- **Forenname:** #Feature Request

When having customers that open many tickets, it would be very useful for them to see which ticket is awaiting their response. Basically, what would help a lot is for them to receive in the email notification the last reply on that specific ticket or a number of last replies. Having this feature, the customers can know exactly what the ticket is about and can reply directly.