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Ticket User / CC Fields for User with Multiple E-Mails Issue Under Review

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- **Forename:** #Bug Report

Let's say you have a user with multiple e-mail addresses. When you go and create a ticket, you select a user and if they have multiple e-mail addresses you can select the correct one for the ticket. However, if you add this CRM user as a CC, you never get that option? Would it be possible that when the user is added as a CC the system is able to allow you to choose the e-mail address for that ticket they will be notified about? Why does it only give you the option for the main User Field and not the CC Field. Sometimes we want another user to be the "default", shouldn't it give you the same option regardless of which field you are using?