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Forward and create new linked ticket

2019-06-27 - Colin Dunn - Σχόλια (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.

REPLY	NOTE	FORWARD		
To: distribution@example.com Add: CC				
From: John Doe <support@example.com></support@example.com>				
Subject:		FW: Weekend Delivery		
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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				
From: Amalia Green <a.green@example.com> Date: Tuesday, May 21st 2019, 7:33:11 pm Subject: Weekend Delivery</a.green@example.com>				
I have spoken with the building manager, the delivery bay will be under construction until Friday. We cannot accept any deliveries this week.				
r For	ward Me	essage 🗹 Forward as a new linked ticket 🗌 Agent: 🖳 Me 👻 🗌 Team: Level 1 👻 🗹 Close Tab V		

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.