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End users can only see non-agent followers on tickets in portal Finished

- Paul Davies
- **Forum name:** #Feature Request

It would be great if end-users can only see non-agent followers on tickets in the portal, rather than currently, where end users can see agent followers on tickets.

Comment (1)

Lara Proud

10 months ago

The behavior of Deskpro means End-users will only see non-agents that are CC'd on a ticket, Agent Followers will not be visible to an End-User from the Help Center. If an Agent's email address is added as a CC on a Ticket, they are automatically added as a Ticket Follower so will not be visible to the End-User.