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Action code for a CC Collecting Feedback

- SW Samuel Waser
- **Forum name:** #Feature Request

It would be great if an email action code could be added to the system that adds CCs to tickets.

Similar to #user but for CCs

Comment (1)

RJ Ramirez, Javier

3 years ago

Currently, DeskPro has the function of using action codes (hashtags) to set specific criteria for a ticket when you send it from an email replay to a ticket. With the action codes you are able to set #user, #assign, #follow, #team, #label, and others. I want an option to add CCs to the ticket besides the requestor (#user).