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Change email recipient(s) on reply Collecting Feedback

- ST Stuart Travers
- **Forum name:** #Feature Request

We regularly have a reason to add a CC email to a specific reply on a ticket, without wanting to permanently add that email address as a CC for future emails.

Example:

A customer/user has an issue related to disk space, and requests that some be added. Our workflow would include a step that involves emailing the customer, with a cc to our accounts department. Apart from that email, accounts does not want to receive any other ticket updates.

In our previous ticket system, we could just enter a CC (or BCC) in addition to the To field, however this doesn't appear to be possible with Deskpro.

We could temporarily add ticket CCs, however this is messy and prone to error.

Comment (1)

ST Stuart Travers

6 years ago

That would be very handy. Currently have to copy new ticket contents into old ticket, then archive the new ticket.