Duplicate Detection Collecting Feedback

- Ashley Clark
- **Forum name:** #Feature Request

It would be helpful if tickets could pop up that have similar context as a new ticket that comes into the queue.

For example, if an email comes into the Helpdesk that has 7414844378 in the subject line or body of the email it would be advantageous to show other tickets that contain 7414844378 to avoid multiple team members working on a similar issue.

Comment (1)

Javier Casares
6 months ago
If it has an ID (a sort of number or ticket mask ID), I would say it's safe to merge it with an existing one. I'm looking into that as I want to integrate with other Desks notifications.