



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Resend Message Option</u>

## **Resend Message Option Under Review**

- CB Chris Booth
- Forum name: #Feature Request

By default we don't have "Email User" enabled Sometimes an agent will add a message to a ticket but forgot to tick "Email User". It would be great to have an option on the cog icon to re-send the update to the user.