



[Help Center](#) > [Community](#) > [Feature Request](#) > [The ability to stop Deskpro creating a new ticket be default if Deskpro email address is down as a cc](#)

The ability to stop Deskpro creating a new ticket be default if Deskpro email address is down as a cc Collecting Feedback

- RT Robert Tanka
- **Forum name:** #Feature Request

If Deskpro is included as a cc on a ticket, a new ticket is started. We would like a check that sees if Deskpro is down as a cc, and if so, does not create a new ticket and instead uses subject matching to add it to the relevant ticket.

Comment (1)

Javier Casares

1 year ago

I have this in the legacy HelpDesk I'm moving from. It is a must to avoid creating tickets when customers think they should inform us of something (not the way IMO).