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users can CC'ed tickets Finished

- JF Jorge Fdez
- **Forum name:** #Feature Request

Agents can CC'ed a ticket so other users (deskpro users or not) can receive updates about ticket changes

Would be very interesting if user can CC'ed tickets from user interface

Comment (1)

Chris Padfield

10 years ago

This is an existing feature; you need to drag the CC option to the ticket from the layout editor in the admin interface.