Let the agent know when the department was bcc'd and not the recipient Collecting Feedback

- Christian Mattart
- **Forum name:** #Feature Request

When a ticket is created by a user, it is pretty difficult to determine whether the department was the original recipient of a request or was just a bcc'd recipient. It would be great if the ticket interface could render the fact that the department is just a "secondary recipient". You don't write the same kind of answer when you are just bcc'd about something. And it is not always clear from the message body either. Perhaps a hint like "[email account address] was bcc'd in the original message of this conversation" right under the user's email would make it clear? Thanks for voting for this suggestion!

Comment (1)

Michael Müller

7 years ago

That is a must have I think. isn´t it or do I understand something wrong? Best regards, Michael.