



[Help Center](#) > [Community](#) > [Feature Request](#) > [users can CC'ed tickets](#)

users can CC'ed tickets Finished

- 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

8 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.