Forward and create new linked ticket

2019-06-27 - Colin Dunn - Comments (0) - Product

In situations where you may need to consult with external 3rd parties which are not included in the support workflow, you need a quick way to dialogue internally and branch into a new conversation outside your standard support ticket process.

An additional feature has been added you forward a message or whole ticket history. You can now immediately port this conversation into a new ticket and assign it to the appropriate agent or team - without the original recipient knowing there is a conversation going on in the background. Previously, any replies to a forwarded message would create a brand new ticket - you have the option to create that linked ticket now, and control the conversation.