



[Help Center](#) > [Community](#) > [Feature Request](#) > [Add BCC to email created by trigger](#)

Add BCC to email created by trigger Collecting Feedback

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Forum name: #Feature Request •

When we close a ticket, we send a "satisfaction survey" to the customer. This email is BCC'd to another recipient, which ensures that the customer can click a link in their email to complete the survey.

With Deskpro, we can send the email to the customer/user, but there is no option to add a .BCC. Have tried using the "Add headers" function, but BCC is ignored