Deskpro

Add BCC to email created by trigger Collecting Feedback

Stuart Travers •

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.