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Adding a drop down for user CC selection when creating a ticket Collecting Feedback

Kevin Carter •

Forum name: #Feature Request •

I am aware of the Manager feature and have also added the CC option to the ticket entry for our end clients. However neither of those meets our needs correctly. The CC option helps, but this requires that they know the other users email address which they don't always know and also allows them to CC anyone including people who aren't authorized to reply to tickets. I'd like an option for a drop down list of all users in their organization so they can simply select the user to link to the ticket. I'd also like an option on the profile to exempt certain users from .this list in case some users in the organization don't want to be automatically listed

(Comment (1

Lisa Blackwell

9 سال پیش

!Yes, we could really use this