



[Feature Request](#) > [Change email recipient\(s\) on reply](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Change email recipient(s) on reply Collecting Feedback

Stuart Travers •

Forum name: #Feature Request •

We regularly have a reason to add a CC email to a specific reply on a ticket, without wanting to permanently add that email address as a CC for future emails.

Example:

A customer/user has an issue related to disk space, and requests that some be added. Our workflow would include a step that involves emailing the customer, with a cc to our accounts department. Apart from that email, accounts does not want to receive any other ticket updates.

In our previous ticket system, we could just enter a CC (or BCC) in addition to the To field, however this doesn't appear to be possible with Deskpro.

.We could temporarily add ticket CCs, however this is messy and prone to error

(Comment (1

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That would be very handy. Currently have to copy new ticket contents into old ticket, then .archive the new ticket