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Duplicate Detection Collecting Feedback

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Forum name: #Feature Request •

It would be helpful if tickets could pop up that have similar context as a new .ticket that comes into the queue

For example, if an email comes into the Helpdesk that has 7414844378 in the subject line or body of the email it would be advantageous to show other tickets that contain 7414844378 to avoid multiple team members .working on a similar issue