Deskpro

Include CC'd participants in the message body when forwarding a ticket out of Deskpro
Collecting Feedback

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We have noticed when forwarding from a ticket that has CC email addresses on it, the CC do
not show up in the body of the message, just the From address. This means when we need to
.forward outside of DeskPro we lose the tracking of who was on the original ticket email
We are not actually forwarding the message in our case, we are just using the forward
feature to be able to capture a complete record of the ticket interactions to place in a note in
our internal CMS system which is separate from Deskpro. We have found the forward feature
is the quickest way to capture the most complete record of the ticket actions., but we need to
.show the cc'd participants