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Minor change for email details display drop down from ticket time location Collecting Feedback

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Forum name: #Feature Request •

Right now hovering over the ticket time, will display the time of the email but more importantly who the email had in the CCs. This can be important information for who recieved the latest message. However currently it is not obvious that the drop down menu exists. Adding a "details button (commonly represented as 3 vertical dots or bars)" would help agents know about the option. Attached are picture of the current system and ideas on what .to change it too