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(when ticket owner adds a reply to a ticket created in the portal (and vice versa

Send notification to cc'd participants when ticket owner adds a reply to a ticket created in the portal (and vice versa) Collecting Feedback

Samuel Waser •

Forum name: #Feature Request •

If I create a ticket within the portal as a user and CC a participant in the ticket, the cc'd user doesn't get notified when I (the ticket owner) send a reply. The ticket triggers only allow the .cc'd participant to get notified when an agent responds

From my point of view, the cc'd user should receive a notification whether the ticket owner or .the agent adds a new reply to a ticket by portal

The same should apply if the cc'd user adds a new reply - I should then receive a notification .of their reply