Deskpro

Deskpro

Users message

Show who is the main recipient of a Users message Collecting Feedback

Erik Svanberg •

Forum name: #Feature Request •

When a user A replies to a ticket and marks User B as a cc'd recipient and the main recipient of the message, it is shown on the ticket that the main recipient of the ticket is the helpdesk email. In an older version of Deskpro, the ticket log would show who the main recipient was, but this information is now no longer shown. As our users discuss topics amongst themselves, .it is very useful for us to see who the main recipient of the user's reply should be