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The ability to stop Deskpro creating a new ticket be default if Deskpro email address is down as a cc Collecting Feedback

RT Robert Tanka •

Forum name: #Feature Request •

If Deskpro is included as a cc on a ticket, a new ticket is started. We would like a check that sees if Deskpro is down as a cc, and if so, does not create a new ticket and instead uses .subject matching to add it to the relevant ticket