

?Can I BCC someone into a ticket thread

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There is no function to BCC someone into a ticket in Deskpro, by design. Consider what happens if a person who is BCC'd onto a ticket replies to a ticket message: if Deskpro added their reply to the ticket then all other .users/agents could see the message. This defeats the purpose of a BCC

:Alternatively, you could

Forward as a New Ticket

.This can used to forward a message or whole Ticket history •

Create a Linked Ticket

Linked Tickets act like an independent Ticket, but it's linked to the • original Ticket making it easy to stay on top of what is going on with the issue. You access linked tickets from the **Linked Tickets** tab on .the ticket properties panel