

?How do I show users which agents are following their tickets

Ben Henley - 2024-01-09 - Comment (1) - Channels

:Question

?Is there a way to show users which agents are following a ticket

:Answer

You can retrieve the followers for a ticket within the email templates using `ticket.getAgentParticipants()`. This example code loops through the list of following agents and displays their names and email addresses

```
for agent in ticket.getAgentParticipants() %} %}  
{{ agent.display_name }} ({{ agent.primary_email.email }})<br/>  
{% {% endfor
```

You could add the same code to the portal ticket management pages to display a list of following agents - add it to the `view.html` template under Tickets