Make Adding a CC Easier for User Collecting Feedback

- Rob Rooney
- **Forum name:** #Feature Request

I am wondering if it is possible for the CC field on the user portal to auto populate with a list of our user email addresses - rather than asking people to manually enter the email address each time they want to cc their supervisor or someone else? Having a lookup field similar to what agents have would be preferred.

Comments (2)

Jeroen van der Steen

4 vuotta sitten

I can imagine that this is useful in some situations, but definitely not in all, as this effectively discloses all addresses of your customers to anyone with access to the new ticket form.

Steve, Lam Hang

4 vuotta sitten

We use this tool for internal employees only and secured over VPN so pre-populating another CC field perhaps with a group of users such as Employees and exclude external users and users that left the company would be ideal. Thank you for thinking about this.