Split multiple messages into one new ticket Finished

- Patrick Wijntjes
- **Forum name:** #Feature Request

Sometimes you realize only after the latest reply of a user that previous replies were actually related to a complete new topic. It would be nice if I can split multiple messages (and notes) into one new ticket. Now I first have to split all the messages into their one ticket one by one, and than merge them into one ticket one by one.

Comments (2)

Koen Glotzbach

3 years ago

Related/duplicate:

https://support.deskpro.com/community/view/move-messages-to-other-tickets

Matthew Wray

3 years ago

Hi Patrick - there is an option in the Actions menu in the ticket to 'Split messages to new ticket' which allows you to check multiple messages and move those in one go. Would that work or you?