

Knowledgebase > Using Deskpro > Agent > Is there a way to CC: someone into a ticket?

Is there a way to CC: someone into a ticket?

Kimberley Wilson - 2023-08-01 - Comments (0) - Agent

Yes, you can CC someone on a ticket. When composing a reply, you'll find various options available, including the CC option.

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To: (a) Testing 123 <testitiosit22.com <="" th=""><th>• • • • • • • • • • • • • • • • • • •</th></testitiosit22.com>	• • • • • • • • • • • • • • • • • • •
CC: <u>ANI CC +</u>	
Write a marcana	

By selecting CC, a line will be added to the top of the reply box, allowing you to easily add the recipients you want to include in the CC list.

🖈 Email 📑 Note
To: Testing 123 <test@test123.com></test@test123.com>
CC: Add CC +
Write a message
Signature ×

If **you CC an Agent** in on your email reply, the Agent will be added to the Ticket as a follower (provided you have the correct permission to do that). If **you CC a User** in on your email reply, the User will be added to the Ticket **CC Field**.

If a **User CCs another User**, they will be added to the CC field (depending on helpdesk settings).

If a **User CCs an Agent**, by default, they will *not* be added as a follower to the Ticket, although your Admins can enable that.

Tags		
CCs		
followers		