Deskpro

Auto-add users as participants to other tickets Archived

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- **Forum name:** #Feature Request

Our users primarily interact with the helpdesk via e-mail. It is very common for one of them to make a request, but due to their level in the company, they are not authorized to request what they are asking of us. I have to ask them to have their superior send us the same request as our policy requires the request to come from the superior.

 What commonly happens is the user forwards (Via e-mail) my response to their superior, and the superior then forwards that message back to the helpdesk from their own account, sometimes adding an additional comment.

 When they do this, the e-mail gateway kicks out a VERY unhelpful "access denied" message. At the very least, it would be nice to have a better description on this - "helpdesk detected you are trying to send an e-mail on a ticket you are not a participant in."

 Ideally, I would like an option to allow a message coming from a different user that matches an existing ticket ID to automatically be merged into that ticket and the new user added as a participant.