is confirmed = uservalidated Collecting Feedback

- TM Thomas Menamparampan
- **Fórum neve:** #Feature Request

Hi Chris,
Could you please make the functionality of changing from not confirmed to confirmed in a user details field exactly same as clicking on the validation email?
Currently is confirmed does not add the ticket that initiated the validation process . We are manually going to the outgoing email log and clicking on link for the people who missed the validation (sometimes user errors).
I assume there is two fields in the database for this functionality.
1. is_confirmed
2. Is_validated
I am not 100% sure but if both field can become true on agent confirming user will be great. Or what ever triggers on the user clicking link be replicated on the agent confirming process.
I hope i made some sense.