



[Tudásbázis](#) > [Using Deskpro](#) > [Agent](#) > [Is there a way to CC: someone into a ticket?](#)

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

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



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.



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.

- Címkek
- [CCs](#)
- [followers](#)