



[Help Center](#) > [Tanggapan](#) > [Feature Request](#) > [Option to change subject line on ticket when user's email contains a different subject](#)

Option to change subject line on ticket when user's email contains a different subject

Collecting Feedback

- Matthew Wray
- **Forum name:** #Feature Request

It would be helpful if there was an option to update the ticket subject if a user replies to the ticket but changes the subject line on their email.

Currently when the reply is merged into the ticket the original subject is kept and the subject line in the email is lost.