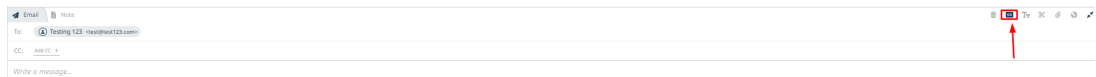


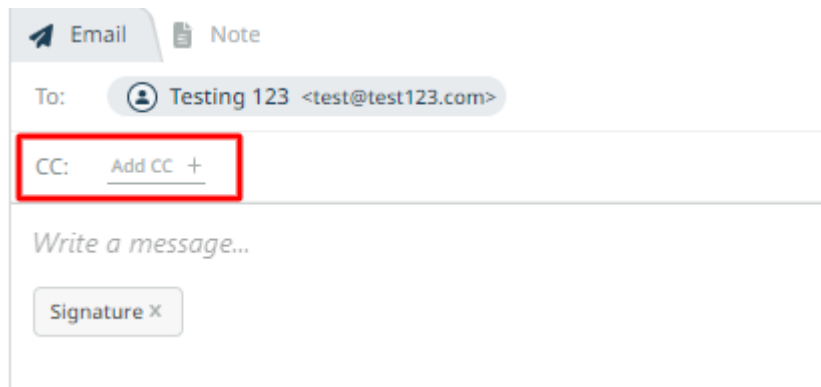
Is there a way to CC: someone into a ticket?

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

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.

Tag
CCs
followers