DeskPro badly needs a Reply option / Recipients can get spammed with only Reply to All Report

- AM Alex McCaffrey
- フォーラム名: #Feature Request

Hi,

Can you add a feature so we can only reply to A: The Ticket Lead contact B: Even better any particular CCed person in a ticket.

Users hate replies go to all CCs. We can remove CCs - Send the email - Re-add them but this isn't practical if there's a lot.

Sometimes you don't want all CCs to be included in a specific reply. We can have to fall back to Outlook, CCing in the DeskPro email address (*), to ensure a reply only goes to a particular person.

* so the reply still gets logged in DeskPro too.

Thanks