



[ヘルプセンター](#) > [コミュニティ](#) > [Feature Request](#) > [Forward Tickets](#)

Forward Tickets Collecting Feedback

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We would need an option on tickets that were forwarded to someone outside the helpdesk that the agent should be able to forward the ticket including the original ticket with the first forwarded message, also we would need an option to download a ticket that was forwarded and it should include the forwarded message in it.