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Let the agent know when the department was bcc'd and not the recipient Collecting Feedback

- Christian Mattart
- フォーラム名: #Feature Request

When a ticket is created by a user, it is pretty difficult to determine whether the department was the original recipient of a request or was just a bcc'd recipient. It would be great if the ticket interface could render the fact that the department is just a "secondary recipient". You don't write the same kind of answer when you are just bcc'd about something. And it is not always clear from the message body either. Perhaps a hint like "[email account address] was bcc'd in the original message of this conversation" right under the user's email would make it clear? Thanks for voting for this suggestion!

Comments (1)

Michael Müller

8年前

That is a must have I think. isn't it or do I understand something wrong? Best regards,
Michael.