Deskpro

Ticket Details in User replies emails Archived

- PHPLicengine
- フォーラム名: #Feature Request

Adding ticket info in user replies, both autoresponders and ticket replies to users. Like:

 Ticket ID: xxx

 Department: Support

 Priority: Low

 Status: Awaiting User

 Have you seen the ticket replies of Kayako how it contains ticket details? I mean the same for DeskPro