



[Help Center](#) > [피드백](#) > [Feature Request](#) > [Sending history in customer reminders](#)

Sending history in customer reminders Collecting Feedback

- Alexandru Filipov
- **Forum name:** #Feature Request

When having customers that open many tickets, it would be very useful for them to see which ticket is awaiting their response. Basically, what would help a lot is for them to receive in the email notification the last reply on that specific ticket or a number of last replies. Having this feature, the customers can know exactly what the ticket is about and can reply directly.