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Auto-add users as participants to other tickets Archived

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• Forum name: #Feature Request

Our users primarily interact with the helpdesk via e-mail. It is very common for one of them to make a request, but due to their level in the company, they are not authorized to request what they are asking of us. I have to ask them to have their superior send us the same request as our policy requires the request to come from the superior.

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