



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Allow responding to a different user</u> Allow responding to a different user Collecting Feedback

- Jan Bakalar
- Forum name: #Feature Request

It would be great if an agent could decide to respond to a ticket while changing the email address of the recipient user. It is currently possible to forward a ticket to another email address, but there is no record of it in the ticket's history. Thank you for your attention! Comment (1)

## **Andreas Hügin**

6 years ago

In addition: If the recipient sends a reply it should be visible in the ticket's message list too. Currently a reply is treated as a new ticket.