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Ticket feedback to be emailed to agent Finished

- JV Jason Voice
- **Forum name:** #Feature Request

Any chance there can be an option to have any ticket feedback automatically mailed to the agent? Most users dont leave any feedback which is fine, but it would be nice to email the feedback for those that do.

Comment (1)

CL **Christine Loh**

3 years ago

Hi Jason, this feature is now available. If the agent allows email notifications, they will receive updates on their ticket - that includes ticket feedback.