



 $\underline{\text{Hulpcentrum}} > \underline{\text{Gemeenschap}} > \underline{\text{Feature Request}} > \underline{\text{Resend Message Option}}$

Resend Message Option Under Review

• CB Chris Booth

• Naam forum: #Feature Request

By default we don't have "Email User" enabled Sometimes an agent will add a message to a ticket but forgot to tick "Email User". It would be great to have an option on the cog icon to re-send the update to the user.