How can I show a list of Ticket Followers in an email notification?

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You can show a list of Ticket Followers in the email notification sent to agents, to make it clear that Agents who have been added as Followers have not been assigned the Ticket directly, so don't have to answer the email.

To do this you need to edit the Agent Email Templates to show a list of Followers.

The templates can be accessed by going to **Admin > Channels > Emails > Templates**. Then select the email templates that you want the list of Followers shown on:

Add the following code to any agent notification templates where you want a list of followers to be shown.

*Followers:
*

{% for agent in ticket.getAgentParticipants() %}

*- {{ agent.display_name }} ({{ agent.primary_email.email }})
*

{% endfor %}

More Info:

You can learn more about editing Email Templates by reading the Email Template Guide.

Tags

agents

email templates

followers