



[Hjelpesenter](#) > [Samfunnet](#) > [Feature Request](#) > [Auto remove user from ticket by user reply/response mails](#)

Auto remove user from ticket by user reply/response mails

Collecting Feedback

- OS Onur Salman
- **Forum Navn':** #Feature Request

Deskpro automatically add users to tickets if they are in the "to" or "cc" of the email messages. It is good to have an option that as "Keep users as in client Replies", This option must work like "if a client reply to a ticket with removing some people from the mail to's or cc's, deskpro automatickly removes that people from ticket notifications.