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Merging/splitting tickets Archived

- Dale Staton
- **Forum Navn':** #Feature Request

Hello -<br /><br /> <br /><br /> Splitting:<br /><br /> Many of my clients reply to the same email, which mashes multiple issues into one ticket, defeating the whole purpose of a ticket system. If I could split off their reply into a new ticket, it would be great.<br /><br /> <br /><br /> Merging:<br /><br /> On the other side of the coin, some users send a new email each time they want to discuss the same issue. For the same reason of preserving the usefulness of a ticket system, it would be great to be able to merge tickets as well.