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Ticket Details in User replies emails Archived

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Adding ticket info in user replies, both autoresponders and ticket replies to users. Like:<br /><br /> Ticket ID: xxx<br /><br /> Department: Support<br /><br /> Priority: Low<br /><br /> Status: Awaiting User<br /><br /> <br /><br /> Have you seen the ticket replies of Kayako how it contains ticket details? I mean the same for DeskPro