Deskpro

Merging/splitting tickets Archived

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- **Nome do Fórum:** #Feature Request

Hello -

 Splitting:

 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.

 Merging:

 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.