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Adding an Agent as a CC on an Email creates a Ticket Lara Proud - 2023-09-07 - Comentários (0) - Channels

By default, if an end-user CCs an Agent on a Ticket they will not be added to the Ticket, so when the Agent replies a new ticket will be created because the helpdesk will treat the Agent's email as a new Ticket.

You can change the default behavior, which means when an Agents is CC'd on a Ticket they will be processed as a Ticket Follower. Go to **Channels > Email > Settings**, under **Inbound Email Settings**, and enable the **Allow users to CC agent email addresses to add them as followers** option:

CHANNELS ^		ow users to CC agent email addresses to add them as followers	
Email A		abling this setting allows end-users to CC known agent email addresses to add ager Iowers. When disabled, a user won't be able to CC agent email addresses.	nts as
Templates		-	
Settings	Pro	ocess email replies as notes instead of ticket replies	
Incoming Log	Pro	ocess all email replies by agents as private notes instead of as normal replies (which	would be
Outgoing Log	ser	nt to end-users).	

Warning

There are implications of enabling this setting because when an Agent is a Follower on a Ticket, they will be able to view the Ticket, regardless of any Ticket or Department Permissions that would prevent them from otherwise seeing it. This would allow the Agent to carry out actions on a Ticket that they would otherwise not be allowed to.

If you want to restrict Agents from being able to do so, it would be better to not enable this option.

Tags		
CCs		
email		
followers		