users can CC'ed tickets Finished

- JF Jorge Fdez
- **اسم المنتدى:** Feature Request#

Agents can CC'ed a ticket so other users (deskpro users or not) can receive updates about ticket changes

 Would be very interesting if user can CC'ed tickets from user interface

تعليق (1)

Chris Padfield
منذ 10 سنوات
This is an existing feature; you need to drag the CC option to the ticket from the layout editor in the admin interface.