

Znalostná databáza > Using Deskpro > Agent > Is there a way to CC: someone into a ticket?

Is there a way to CC: someone into a ticket?

Kimberley Wilson - 2023-08-01 - Comments (0) - Agent

Yes, you can CC someone on a ticket. When composing a reply, you'll find various options available, including the CC option.

A Email 🗈 Note	11 🔟 Tr 🛠 🖉 🕉 🖍
To: (a) Testing 123 -rest(mext2x.com>	+
CC: <u>A01.0C.+</u>	
Write a message_	

By selecting CC, a line will be added to the top of the reply box, allowing you to easily add the recipients you want to include in the CC list.

<table-cell-columns> Email 📑 Note</table-cell-columns>
To: (a) Testing 123 <test@test123.com></test@test123.com>
CC: Add CC +
Write a message
Signature ×

If **you CC an Agent** in on your email reply, the Agent will be added to the Ticket as a follower (provided you have the correct permission to do that). If **you CC a User** in on your email reply, the User will be added to the Ticket **CC Field**.

If a **User CCs another User**, they will be added to the CC field (depending on helpdesk settings).

If a **User CCs an Agent**, by default, they will *not* be added as a follower to the Ticket, although your Admins can enable that.

Tags		
CCs		
followers		