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users can CC'ed tickets Finished

- JF Jorge Fdez
- **Ime foruma:** #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

Komentar (1)

Chris Padfield

9 years ago

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