Allow responding to a different user Collecting Feedback

- Jan Bakalar
- **Forum name:** #Feature Request

It would be great if an agent could decide to respond to a ticket while changing the email address of the recipient user. It is currently possible to forward a ticket to another email address, but there is no record of it in the ticket's history. Thank you for your attention!

Comment (1)

Andreas Hügin

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In addition: If the recipient sends a reply it should be visible in the ticket's message list too. Currently a reply is treated as a new ticket.