

2019-06-27 - Colin Dunn - Comments (0) - Product

REPLYNOTEFORWARD






To: distribution@example.comAdd: CC | CC Sender





From: John Doe <support@example.com>



Subject: FW: Weekend Delivery

AttachSnippets

B*I*U







Hello Warehouse Manager,


I am forwarding out a conversation below with a customer regarding weekend delivery of large pallets. I realise you are not in our customer support desk, so a new ticket is being opened in parallel. You may openly respond to this email, the customer **will not** see your response.

Thanks,
Customer Support Team

----- Forwarded Message -----





From: Amalia Green <a.green@example.com>
Date: Tuesday, May 21st 2019, 7:33:11 pm
Subject: Weekend Delivery

I have spoken with the building manager, the delivery bay will be under construction until Friday. We cannot accept any deliveries this week.



Is there anyone you could contact to get this to happen? We would appreciate it.

Forward Message

☒ Forward as a new linked ticket ☐ Agent:  Me  ☐ Team: Level 1  ☒ Close Tab 

An additional feature has been added you forward a message or whole ticket history. You can now immediately port this conversation into a new ticket and assign it to the appropriate agent or team - without the original recipient knowing there is a conversation going on in the background. Previously, any replies to a forwarded message would create a brand new ticket - you have the option to create that linked ticket now, and control the conversation.