

## Forward and create new linked ticket

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

In situations where you may need to consult with external 3rd parties which are not included in the support workflow, you need a quick way to dialogue internally and branch into a new conversation outside your standard support ticket process.

REPLY NOTE **FORWARD**

To: distribution@example.com Add: CC | CC Sender

From: John Doe <support@example.com>

Subject: FW: Weekend Delivery

Attach Snippets **B** *I* U                                   