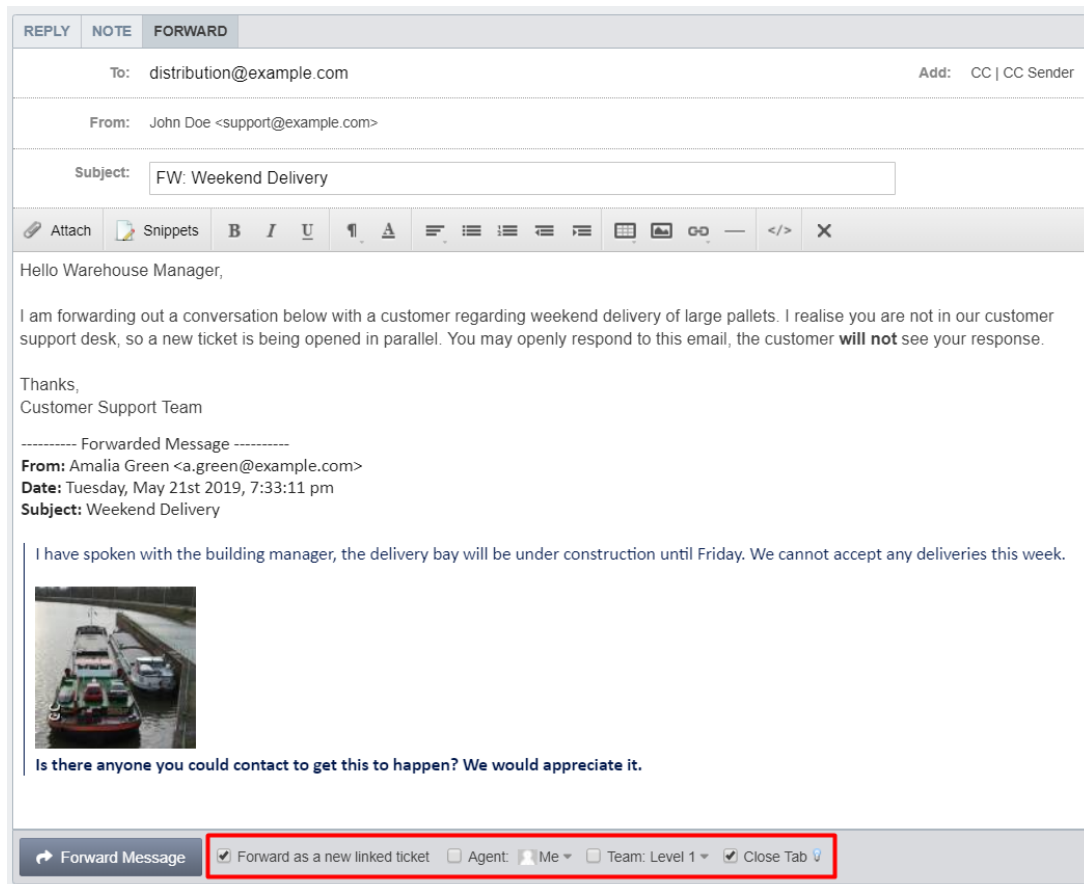


## Forward and create new linked ticket

2019-06-27 - Colin Dunn - Comments (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.



The screenshot shows the 'FORWARD' tab in the Deskpro interface. The email header includes 'To: distribution@example.com', 'From: John Doe <support@example.com>', and 'Subject: FW: Weekend Delivery'. The body text reads: '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'. Below this is a 'Forwarded Message' section with details for Amalia Green. A quote from the customer is included, along with a photo of a boat. At the bottom, a control bar contains a 'Forward Message' button and a red-bordered box with the following options:  Forward as a new linked ticket,  Agent: Me,  Team: Level 1, and  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.