Deskpro

Action code for a CC Collecting Feedback

- SW Samuel Waser
- **论坛名称**: #Feature Request

It would be great if an email action code could be added to the system that adds CCs to tickets.

Similar to #user but for CCs

Comments (1)

RJ **Ramirez, Javier**
3 years ago
Currently, DeskPro has the function of using action codes (hashtags) to set specific criteria for a ticket when you send it from an email replay to a ticket. With the action codes you are able to set #user, #assign, #follow, #team, #label, and others. I want an option to add CCs to the ticket besides the requestor (#user).