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End users can only see non-agent followers on tickets in portal Finished

- Paul Davies
- 论坛名称: #Feature Request

It would be great if end-users can only see non-agent followers on tickets in the portal, rather than currently, where end users can see agent followers on tickets.

Comments (1)

Lara Proud

1 year ago

The behavior of Deskpro means End-users will only see non-agents that are CC'd on a ticket, Agent Followers will not be visible to an End-User from the Help Center. If an Agent's email address is added as a CC on a Ticket, they are automatically added as a Ticket Follower so will not be visible to the End-User.