



[帮助中心](#) > [社区](#) > [Feature Request](#) > [Sending history in customer reminders](#)

## **Sending history in customer reminders Collecting Feedback**

- AF Alexandru Filipov
- 论坛名称: #Feature Request

When having customers that open many tickets, it would be very useful for them to see which ticket is awaiting their response. Basically, what would help a lot is for them to receive in the email notification the last reply on that specific ticket or a number of last replies. Having this feature, the customers can know exactly what the ticket is about and can reply directly.