Ideas

ID	030543	**Submitted by**	-hidden-
Status	Submitted		
Date of report	11-11-2020 18:57	**Last modified**	11-11-2020 18:59
SLA			

Our Product Owners will review your ideas monthly and you will be notified on any changes made to the status of your ideas. We will let you know personally once your idea has been scheduled.
Make sure you also vote on ideas that you want to see in the product, as we will take this into account when deciding on what ideas to implement.
If you have an immediate need for a feature please submit a Change Request instead.

Short summary of idea*
cc cc'd email of a ticket on the initial submission

Application/Area
General

Description
When we submit a ticket, we are able to select another user (up to three) that we would like to be cc'd whenever there is a ticket update. However, they never see the ticket as it is originally submitted (all the description of the issue, etc.). Suggest making it possible for them to receive a copy of the text of the original submission. This may be as simple as, rather than just providing the submitter with a "your ticket number X has been submitted" notice, that that email notice includes all the original text and goes to both original submitter and cc'd members. (Note, cc'd members may often not have a discover account, which is what makes cc'ing them important)

Total Likes
1