BCC option in "Send E-mail" block Closed - Rejected

- GI Gerke Kok | INDI
- **Forum name:** #Verbetervoorstellen

It would be very valuable for us (INDI) if we could BCC our emails to a central address alongside sending them to the customer (as a copy in our order management system). So, please add an option: 'BCC to' just above the 'Override customer email address' option, with the ability to specify a fixed email address.

Het zou voor ons (INDI) heel veel waarde hebben wanneer we onze emails naast aan de klant ook aan een central adres konden BCC-en (als een afschrift in ons order management systeem).
Dus graag een optie: "BCC to" toevoegen net boven de optie "Override customer e-mail address" met een optie een fixed-email-adres op te kunnen geven.

Comment (1)

Stephan van Maris
2 years ago

The best way to currently to this is to add a second “Send Email” object to the campaign which sends the same email with an override on the customer e-email address.

Technically, adding a BCC: option to the e-mail is harder than you might think. Just adding the BCC: header will cause an *exact* copy of the original email to be sent to the other email address. Normally, this is what you’d expect (and want), but in our case all engagement traffic, like opens and clicks, that occur on the carbon copy gets registered on the original customer record, which is probably *not* what you want.