

Show client's email in 'on behalf of' in Self Service 3.0

When creating a ticket on behalf of another user in the Self Service portal, the client user's email address (or other identifier that is possible to select) should be visible. Larger organizations very likely have more than one employee with the same name, and identifying the correct one to use is currently not possible.

Adding the client email field to the ticket layout does not bring up the client's email, likely because it is not read from the client until the ticket is created.