Watchers

Watcher:
Watcher is super-set term for Requestors, Ccs and AdminCcs. These can be determined per queue or per ticket.

Owner:
The Owner of a Ticket is the person that is responsible for making sure the issue addressed in the ticket is resolved. Every ticket has exactly one Owner, unless it is owned by Nobody. A well administered Queue normally has very few tickets assigned to Nobody. To be able to own a ticket, a user must have the OwnTicket right. While this role is not technically a watcher the owner is typically also an AdminCC.

Requestor:
The Requestor of a Ticket is the person (or persons) that are waiting for the resolution of the issue, typically an end user, usually the person who's request created the ticket. Normally, every ticket has one Requestor. There is, however, no such restriction in RT. In fact, it is common to have more than one Requestor when two or more tickets are merged. It is even possible that there is no Requestor on a ticket: it may be that the original Requestor is no longer interested in the resolution of the issue. A ticket can have CCs: these are people that are also interested in the progress on the issue, but that are not directly affected. CCs can be seen as co-Requestors.

CC:
CCs on a Ticket are Users who are interested in the resolution of the ticket. A CC is like the Requestor in that they see Correspondence but not Comments. Users that have the Watch Right for a ticket can add or remove themselves as a CC. An AdminCC gets both Correspondence and Comments. A CC might be a person outside the company whereas an AdminCC might be a member of Staff. The CC is the functional equivalent to a Requestor and has the same privileges and receives the same mail.

AdminCC:
An AdminCC is like a joint Owner of a Ticket. A ticket's AdminCCs are Privileged users, typically staff, who receive both Comments and Correspondence. A CC, who might be outside the group, only gets Correspondence. This role could be used for a manager who is not directly responsible for a Ticket but wants to follow its progress and be able to comment on it or Reply to the Requestor. A ticket's AdminCCs will have Rights to the ticket by virtue of being AdminCCs.

Adding/Removing Watchers:
To add or remove the default watchers for a queue go to Configuration -> Queues -> Select Queue -> Watchers.
If a ticket is opened by email all users that are in the email's CC list will automatically be added as CCs and the Reply-to: or From: address will be the Requestor.
To add or remove watchers from a particular ticket click on 'People' on top of the Ticket Display page. People who are added or removed will have their rights added or revoked retroactively unless they otherwise have rights to that queue.