



[Feature Request](#) > [Count agent note as a 'reply' for SLA measurement](#) < [مركز المساعدة](#) < [اقتراحات](#)

Count agent note as a 'reply' for SLA measurement **Collecting Feedback**

Eric VanTol •
اسم المنتدى: # Feature Request

An Agent Note should be counted as a response in an SLA calculation and in reports. Our agents do not always respond via email to users, but perform troubleshooting steps and/or call users, but ticket stats and SLA calculations ignore notes, causing escalations to occur and ticket stats to show hours before a "response", which is untruthful.