Deskpro

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

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.