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Determine how often agents send emails when creating ticket in agent interface Collecting Feedback

Christian Mattart •

Feature Request# **اسم المنتدى:** •

.I'd like to be able to report on how often agents send a message when creating a ticket

I have the agents who don't want the checkbox « Send email to user » checked by default .upon creating a ticket and those who want it checked. I'm trying to know what's mostly used