



مركز المساعدة > Determine how often agents send emails when creating ticket in < مركز المساعدة > agent interface

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

- CM Christian Mattart •
- اسم المنتدى: #Feature Request

.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  $\ll$  Send email to user  $\gg$  checked by default upon creating a ticket and those who want it checked. I'm trying to know what's mostly used