



[Feature Request > Determine how often agents send emails when creating ticket in](#) [مركز المساعدة < اقتراحات < 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 « 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