



[Feature Request](#) > [Feature to handle different types of user replies](#) < [مركز المساعدة](#) < [اقتراحات](#)

Feature to handle different types of user replies Collecting Feedback

Lauren Cumming •

Feature Request# **اسم المنتدى:** •

E.g If you have a trigger that sends out an automated email when a ticket is resolved, a feature that could distinguish between meaningless re-resolves where the user has replied 'Thank you' or something similar that would re-trigger the automated email. Would be useful .to exclude these types of replies, also useful for statistics e.g time until resolution