



[Feature Request](#) > [Set replies from specific users as internal notes \(via a trigger\)](#) < [مركز المساعدة](#) < [اقتراحات](#)

Set replies from specific users as internal notes (via a trigger) Collecting Feedback

Steve, Lam Hang •

Feature Request# **اسم المنتدى:** •

.It would be helpful if we were able to set emails from specific users as notes via a trigger

We have certain users whose responses we would like to only be visible to agents on a ticket  
(internal third parties for example) and not necessarily to all parties with access to the ticket