



<u>Feature Request</u> > <u>Set replies from specific users as internal notes</u> < <u>مركز المساعدة</u> > <u>اقتراحات</u> > <u>((via a trigger</u>

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

Steve, Lam Hang •

• اسم المنتدى: #Feature Request

.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 neccessarily to all parties with access to the ticket