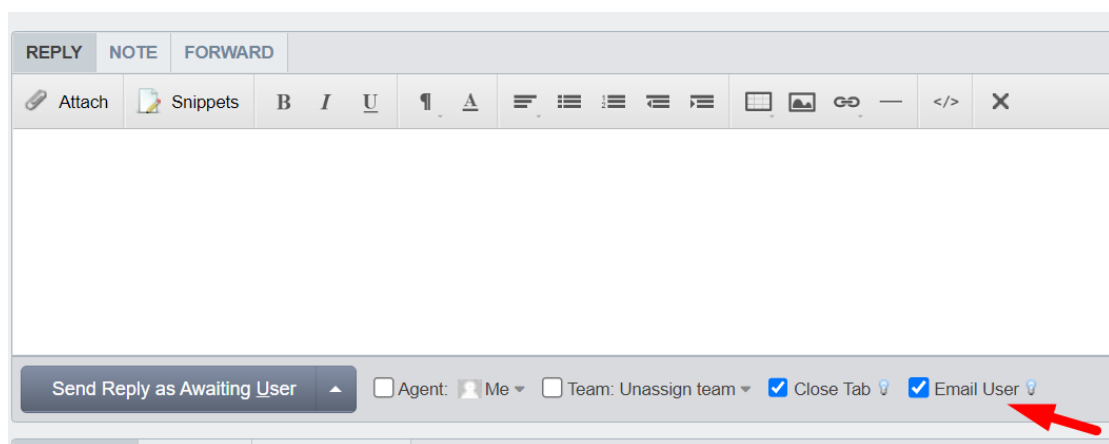


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Adding an agent reply without sending an email in Deskpro Horizon

[Triggers](#) - [تعليقات \(.\)](#) - Matthew Wray - 2023-08-21

.In previous versions of Deskpro, there was an option to add an agent reply without sending a message
:You could deselect the email user checkbox in the bottom right of the reply box



This would mean that when the reply was added it would be visible to an agent from the agent interface and
.would be visible to the user from the Helpcenter but no email would be sent to the user

In Deskpro Horizon this option is no longer available (it generally seemed to create confusion and so has been
(removed).

However, we appreciate that in some instances it can be useful not to send the email, so you can build a simple
.workflow that will allow you to replicate the behavior of the checkbox

:To do this you will need to make three changes in admin

- 1) Create a label or custom field to tag tickets where you do not want to send an email.
- 2) Amend your new reply trigger to leverage your new label or custom field.
- 3) Add a new reply trigger that removes the label once the message has been sent

Creating a label or custom field

In this example, I'm going to create a label but you could equally do this with a custom field (a select field or
(toggle field would work).

Head to Admin > Ticket Structure > Ticket Labels

('Click the '+New' button in the top right and create a new label from the draw (I'll call mine 'no email




Add: New Label

Name*

No email

Color*

 Red

Once added agents will be able to add this to tickets (although you may want to quickly check their permissions
(to ensure they have permission to do so

Amending the new reply trigger

Once the label has been created we need to amend our reply trigger that sends agent responses so it does not
.run on tickets where the label has been added

.Go to Admin > Business Rules > Triggers > New Reply Triggers and edit the trigger here

By default the trigger is named 'Send user new reply from agent' but if you have custom triggers configured to
.send your agent replies to emails you'll need to amend these too

Click on the trigger you want to amend and then add the criteria 'Labels does no contain No email' per the
:screenshot below

Edit: Send user new reply from agent

id: 7

1

Properties

Title*

Send user new reply from agent

This title will be used throughout the admin interface to refer to this Trigger.

Enabled

2

Event

Event

New reply

By User

By Agent

☒ Agent interface

☐ Phone Call

☐ SMS

☒ API

☒ Mobile apps

☐ WhatsApp

☒ Email

☐ Forwarding

☐ Twitter

3

Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Agent message

exists

And

Labels

does not contain

No email X

Or

when the following conditions are met:

Select...

Select...

4

Actions

These actions will apply when all of the criteria pass.

Then

the following actions will run

Send email to user

Templates

New Agent Reply

To

Email everyone on the ticket (owner and all CC's)

From name

Name of the person that initiated the action

From email

The account set on the ticket

Add headers

Save

Discard Changes

Delete

1 Properties

Title*

Remove no email label

This title will be used throughout the admin interface to refer to this Trigger.

☒ Enabled

2 Event

Event

New reply

☐ By User☒ By Agent

☒ Agent interface☒ Phone Call☐ SMS

☒ API☒ Mobile apps☐ WhatsApp

☒ Email☐ Forwarding☐ Twitter

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Labels

contains

No email X

Or

when the following conditions are met:

Select...

Select...

4 Actions

These actions will apply when all of the criteria pass.

Then

the following actions will run

Remove labels

No email X

Warning

The trigger that removes the label must sit below the trigger that sends the reply in the run order (so below it in the list in the UI)

Otherwise, the label will be removed before the trigger that sends the reply is sent and hence it will run on all tickets anyway

Once configured your agents should then be able to add the label to tickets when they want to reply but send no email.

The label will then be automatically removed so the next time an agent adds a reply to the ticket the default behavior will be to send an email