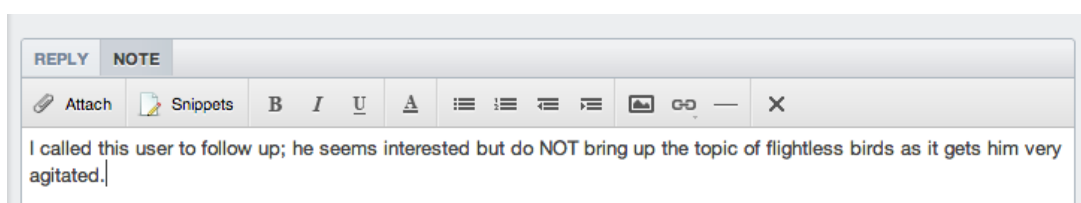


How can agents communicate with each other within ?Deskpro

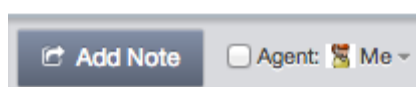
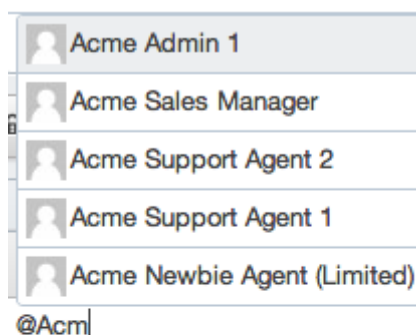
Deskpro Legacy - تعليقات (.) - Ben Henley - 2023-08-31

When viewing the details of a ticket, an agent can write a **note** instead of a **reply**. This is .1 .visible to any agent who looks at the ticket later, but is not sent to the user



Agents receive an email or browser notification when a note is left on a ticket that is .(assigned to them or that they follow (depending on their notification settings

An agent can **@mention** another agent within a note, to guarantee they will be notified .2 regardless of their settings. This involves simply typing @ and then the start of the agent's .name, then selecting the agent to mention from an auto-complete menu



There is an [agent IM system](#) enabling real-time chat between agents. This is separate .3 .from the user chat system