



[?Using Deskpro](#) > [Agent](#) > [How can I add information to a ticket without notifying the user](#) < [قاعدة المعلومات](#)

How can I add information to a ticket without notifying the user?

[Agent](#) - [\(0\) تعليقات](#) - Chynah Hayde - 2023-08-31

Sometimes you may want to add information to a ticket without sending it as a reply to the user. For example, if you want to summarise a phone/chat conversation you've just had for future reference, or add information that's relevant to your fellow agents but not the user.

The best way to prevent your end users from seeing information that has been added to a ticket would be to add a ticket note. Notes are for agents only, and users cannot ever see notes.

The screenshot shows a ticket thread interface. At the top, there are three tabs: 'Email', 'Note' (which is selected and highlighted in purple), and 'Forward'. To the right of these tabs is a toolbar with icons for trash, text, link, and other actions. Below the tabs is a large text area with the placeholder text 'Write a note...'. The text area is currently empty.

Note

.Agent Notes are visible in PDF downloads of a Ticket Thread