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## Who gets my message when I reply to an email notification as an agent

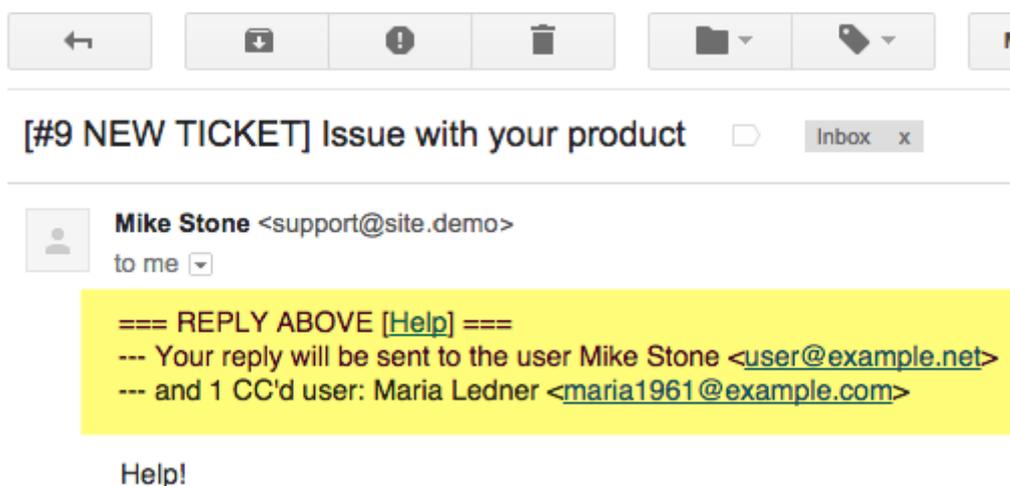
[Agent](#) - [تعليقات \(0\)](#) - Eloise Rea - 2023-08-24

When you reply to a Deskpro notification in your email software, it's important to realise that you are *not* replying directly to the person who wrote the message. You are emailing the *helpdesk*, which will process your message.

Depending on your helpdesk's settings, your reply will be processed as *either a reply to the user or an agent note* for other agents only.

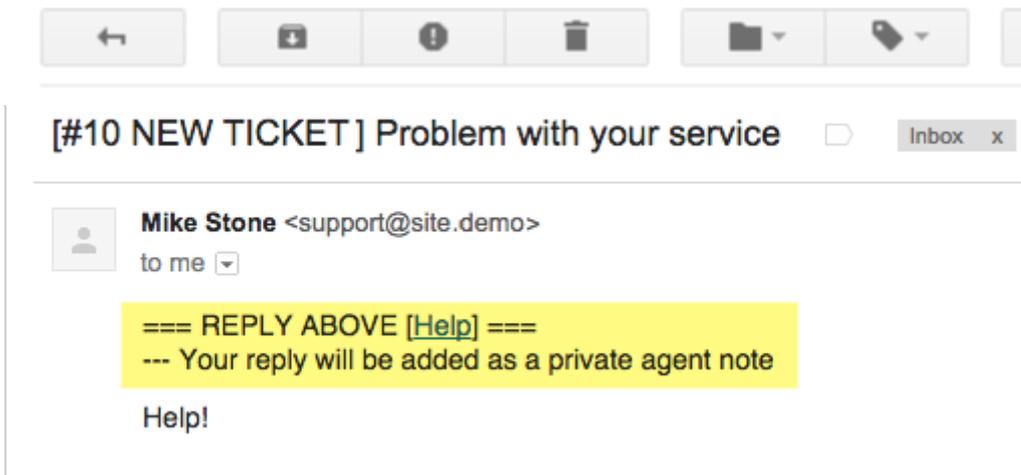
Every email notification makes clear at the top what will happen when you reply. We've highlighted the text in the screenshots below for clarity.

:This is the notification if the setting is **reply to the user**



If you reply to this email, your message will be sent to the user and any users CC'd onto the ticket, as well as being added to the ticket message history.

:This is the notification if the setting is to create **an agent note**



.In this case, your reply will be added to the ticket as an agent note, visible only to agents on your helpdesk

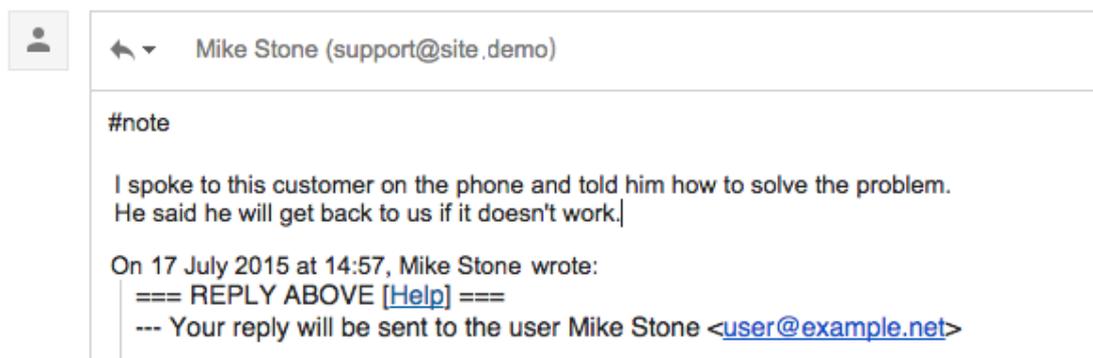
### Choosing what happens with email action codes

You can choose what happens when you reply by email with by using an **email action code**. This overrides the .default helpdesk setting

.Put **#reply** at the very top of your email to make it a reply to the user

.Put **#note** at the very top of your email to make it an agent note

In this example, the helpdesk setting is to reply to the user, but the #note code tells Deskpro to make a note .instead



.(There are many other action codes you can use when replying by email: see [Replying to Tickets by Email](#))

## Changing the email reply setting

.If you are a helpdesk admin, you can change the default behaviour for when an agent replies to a notification

In the admin interface, go to **Admin > Channels > Email > Settings**, and enable or disable **Process email replies as notes instead of ticket replies**

### Process email replies as notes instead of ticket replies

Process all email replies by agents as private notes instead of as normal replies (which would be sent to end-users).

.Remember, this only affects what happens when an *agent* replies to an email notification

When you change the setting, it will only apply to future notifications. For example, suppose you switch the default from notes to replies: if an agent then replies to an old notification that says "Your reply will be added as a private agent note", their reply will still become a note