?Why are Agent Notes included in Email threads

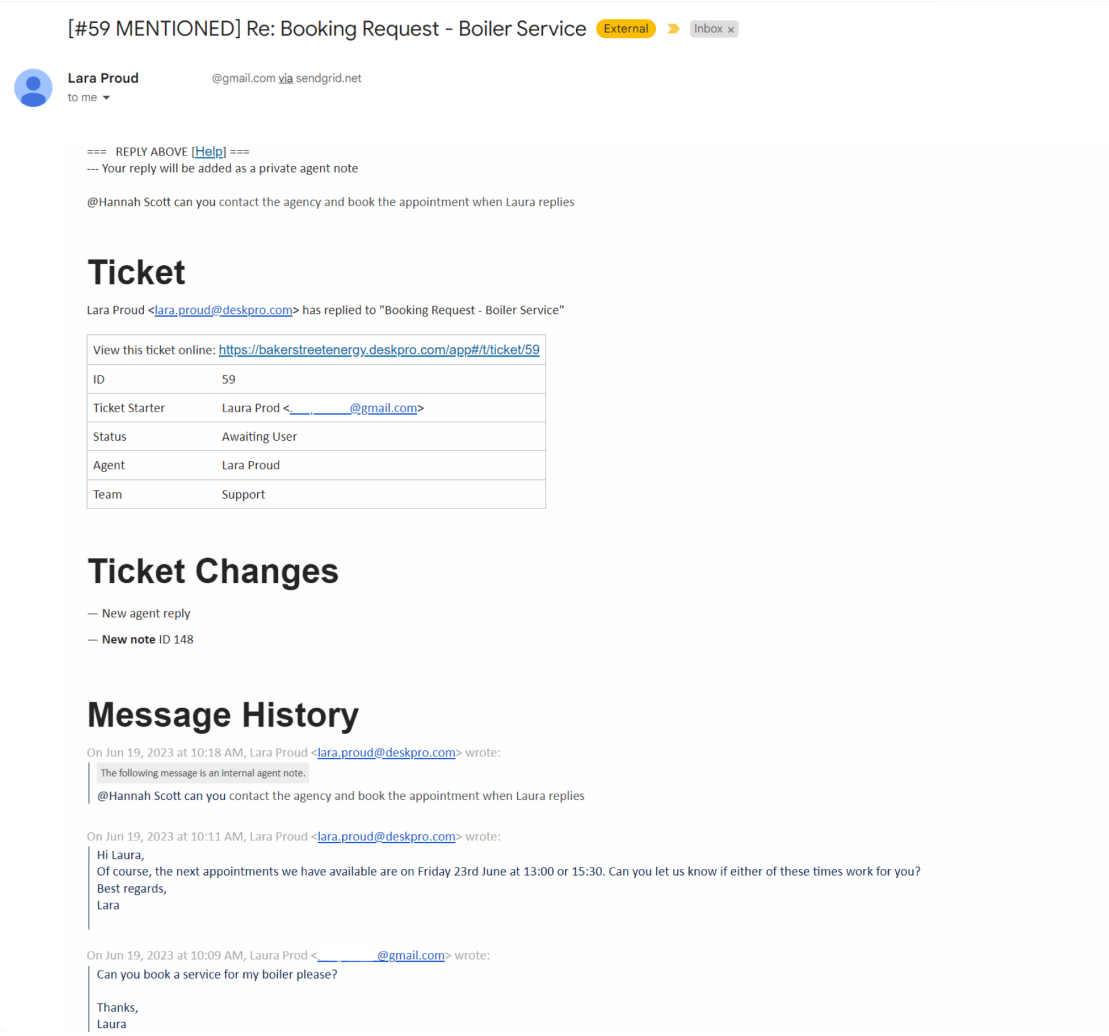
Agent - (٠) تعليقات - Lara Proud - 2023-08-24

The Email Notifications for Tickets that you receive as an Agent will include Agent Notes because they are only .seen by Deskpro Agents

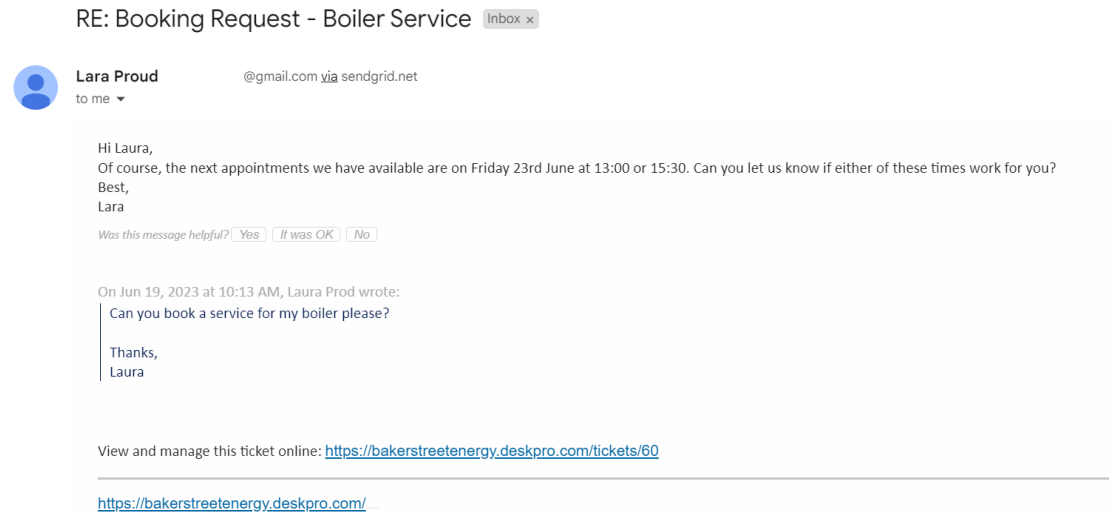
The response a User receives does not include the information that Agent Notification Emails do, and they will .not receive a new message when an Agent Note is added to a Ticket

Example

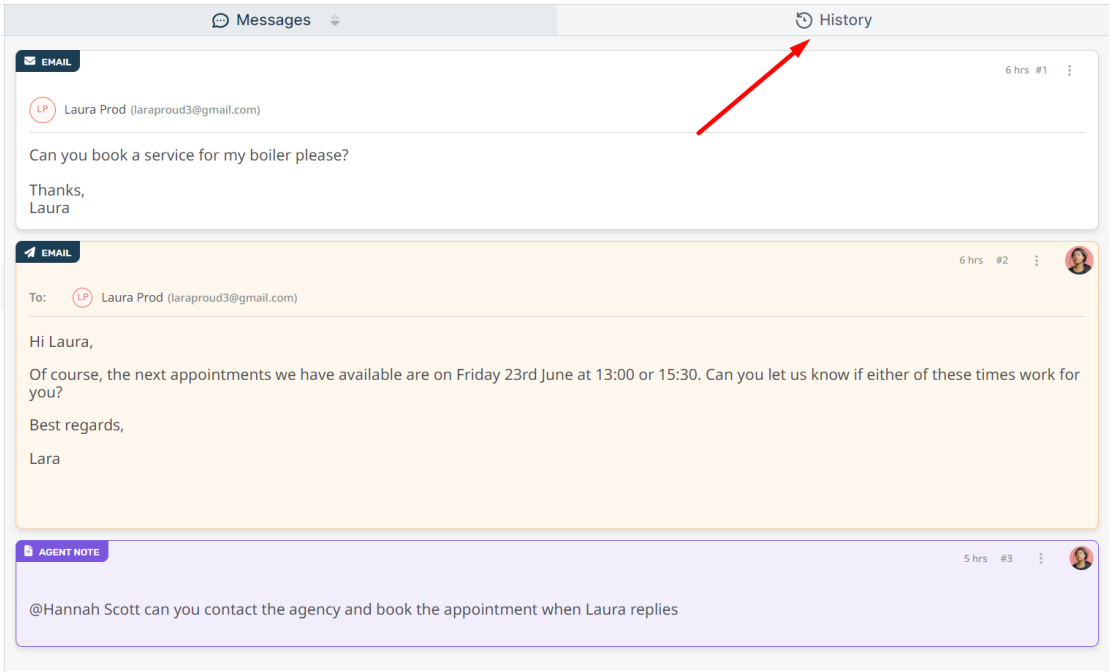
:Here is the difference between what helpdesk Agents will see in the Email Notifications



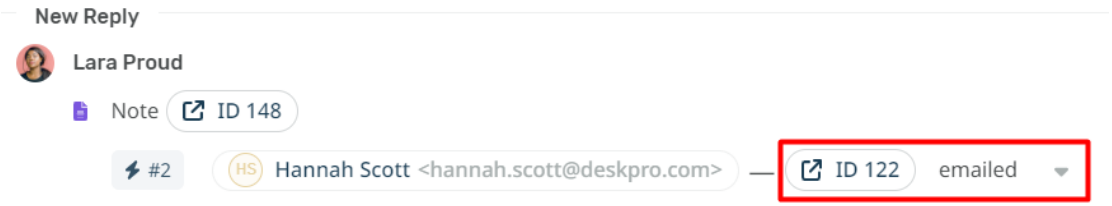
:Compared to an End-User



You can also see which notifications are sent to different individuals by checking the Ticket History tab, helping :you feel confident that the Agent Note is not sent to an end-user



This tab will show who is notified about each individual message that is added to the ticket, in this case only :Hannah is emailed about this Ticket response



- البطاقات

- Agent Notes
- Email Notifications