

<u> PUsing Deskpro > Agent > Why are Agent Notes included in Email threads < قاعدة المعلومات</u>

?Why are Agent Notes included in Email threads

Agent - (١٠) 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

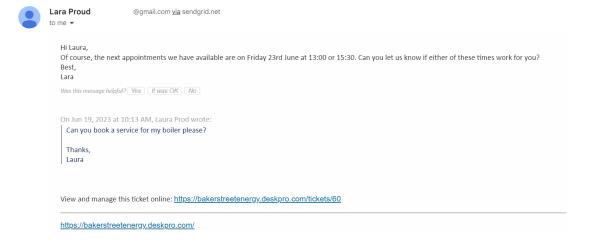
Example

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

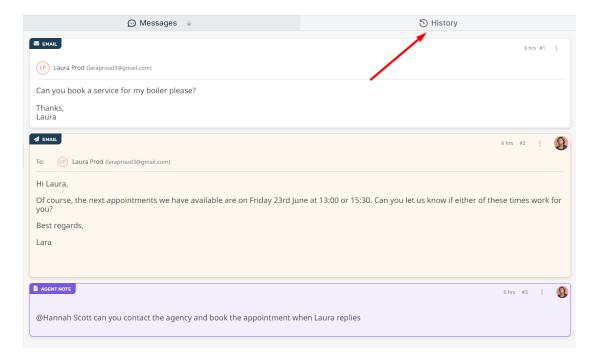
o me ▼	@gmail.com <u>via</u> sendgrid.net	
=== REPLY ABOVE	[<u>Help]</u> === e added as a private agent note	
four reply will be	e audeu as a private agent note	
@Hannah Scott car	n you contact the agency and book the appointment when La	replies explies
Ticket		
HCKCL		
Lara Proud < <u>lara.pr</u>	oud@deskpro.com> has replied to "Booking Request - Boiler	Service"
View this ticket or	nline: https://bakerstreetenergy.deskpro.com/app#/t/ticket	t/59
ID	59	
Ticket Starter	Laura Prod <@gmail.com>	
Status		
Status	Awaiting User	
Agent	Lara Proud	
Agent Team	Lara Proud Support	
-		
-		
Team	Support	
Team		
Team	Changes	
Ticket	Changes	
Ticket New agent reply	Changes	
Ticket - New agent reply - New note ID 148	Changes	
Ticket - New agent reply - New note ID 148	Changes	
Ticket New agent reply New note ID 148	Changes	
Ticket - New agent reply - New note ID 148 Messa On Jun 19, 2023 at	Changes ge History	
Ticket - New agent reply - New note ID 148 Messa On Jun 19, 2023 at The following message	Changes ge History 10:18 AM, Lara Proud@deskpro.com> wrote:	Laura replies
Ticket - New agent reply - New note ID 148 Messa On Jun 19, 2023 at The following messag @Hannah Scott co	Changes Ge History 10:18 AM, Lara Proud lara.proud@deskpro.com wrote: ge is an internal agent note. an you contact the agency and book the appointment when the	Laura replies
Ticket - New agent reply - New note ID 148 Messa On Jun 19, 2023 at The following messag @Hannah Scott co	Changes Ge History 10:18 AM, Lara Proud lara.proud@deskpro.com wrote: ge is an internal agent note.	Laura replies
Ticket - New agent reply - New note ID 148 Messa On Jun 19, 2023 at The following messag @Hannah Scott co On Jun 19, 2023 at Hi Laura, Of course, the ne	Changes Ge History 10:18 AM, Lara Proud <ara.proud@deskpro.com> wrote: ge is an internal agent note. an you contact the agency and book the appointment when I 10:11 AM, Lara Proud <ara.proud@deskpro.com> wrote:</ara.proud@deskpro.com></ara.proud@deskpro.com>	Laura replies t 13:00 or 15:30. Can you let us know if either of these times work for you?
Ticket - New agent reply - New note ID 148 Messa On Jun 19, 2023 at The following messag @ Hannah Scott c On Jun 19, 2023 at Hi Laura, Of course, the ne Best regards,	Changes Ge History 10:18 AM, Lara Proud <ara.proud@deskpro.com> wrote: ge is an internal agent note. an you contact the agency and book the appointment when I 10:11 AM, Lara Proud <ara.proud@deskpro.com> wrote:</ara.proud@deskpro.com></ara.proud@deskpro.com>	
Ticket - New agent reply - New note ID 148 Messa On Jun 19, 2023 at The following messag @Hannah Scott co On Jun 19, 2023 at Hi Laura, Of course, the ne	Changes Ge History 10:18 AM, Lara Proud <ara.proud@deskpro.com> wrote: ge is an internal agent note. an you contact the agency and book the appointment when I 10:11 AM, Lara Proud <ara.proud@deskpro.com> wrote:</ara.proud@deskpro.com></ara.proud@deskpro.com>	

:Compared to an End-User

RE: Booking Request - Boiler Service Inbox x



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



- Agent Notes Email Notifications •