

?Why are Agent Notes included in Email threads

[Agent](#) - [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

#59 MENTIONED

Re: Booking Request - Boiler Service

External

Inbox x



Lara Proud

@gmail.com via sendgrid.net

to me

=== REPLY ABOVE [\[Help\]](#) ===

--- Your reply will be added as a private agent note

@Hannah Scott can you contact the agency and book the appointment when Laura replies

Ticket

Lara Proud <lara.proud@deskpro.com> has replied to "Booking Request - Boiler Service"

View this ticket online: https://bakerstreetenergy.deskpro.com/app#/t/ticket/59	
ID	59
Ticket Starter	Laura Prod < _____@gmail.com >
Status	Awaiting User
Agent	Lara Proud
Team	Support

Ticket Changes

- New agent reply
- New note ID 148

Message History

On Jun 19, 2023 at 10:18 AM, Lara Proud <lara.proud@deskpro.com> wrote:

The following message is an internal agent note.

@Hannah Scott can you contact the agency and book the appointment when Laura replies

On Jun 19, 2023 at 10:11 AM, Lara Proud <lara.proud@deskpro.com> wrote:

Hi Laura,

Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?

Best regards,

Lara

On Jun 19, 2023 at 10:09 AM, Laura Prod <_____@gmail.com> wrote:

Can you book a service for my boiler please?

Thanks,

Laura

:Compared to an End-User

RE: Booking Request - Boiler Service Inbox x



Lara Proud

to me ▾

@gmail.com via sendgrid.net

Hi Laura,
Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?
Best,
Lara

Was this message helpful? [Yes](#) [It was OK](#) [No](#)

On Jun 19, 2023 at 10:13 AM, Lara Prod wrote:

Can you book a service for my boiler please?

Thanks,
Laura

View and manage this ticket online: <https://bakerstreetenergy.deskpro.com/tickets/60>

<https://bakerstreetenergy.deskpro.com/>

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

The screenshot shows the 'History' tab selected in a support ticket interface. It displays a chronological list of messages:

- EMAIL** (6 hrs #1): From Laura Prod (laraproud3@gmail.com) to the agent. Content: "Can you book a service for my boiler please? Thanks, Laura".
- EMAIL** (6 hrs #2): From Lara to Laura Prod. Content: "Hi Laura, Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you? Best regards, Lara".
- AGENT NOTE** (5 hrs #3): From Hannah Scott. Content: "@Hannah Scott can you contact the agency and book the appointment when Laura replies".

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

New Reply



Lara Proud

Note [ID 148](#)

#2

HS

Hannah Scott <hannah.scott@deskpro.com>

[ID 122](#)

emailed ▾

[Agent Notes](#) •
[Email Notifications](#) •