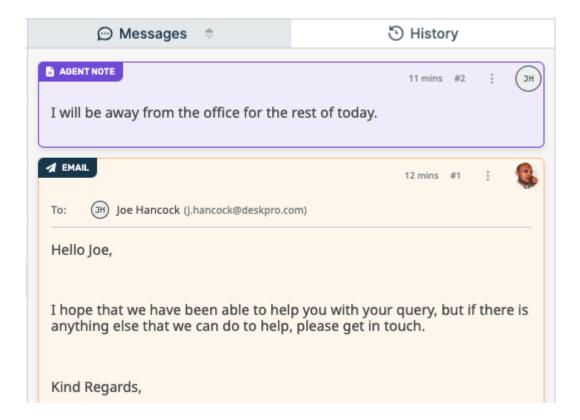


<u>Pusing Deskpro > Admin > Why are some automatic Replies added as an Agent Note < قاعدة المعلومات</u>

Why are some automatic Replies added as an ?Agent Note

Admin - (٠) تعلیقات - Lewis O'Connor - 2023-08-29

Some automatic email responses will get added to the Ticket Thread as an Agent Note so that the automatic .(reply does not affect the status of the ticket (e.g. changing it from Awaiting User to Awaiting Agent



In order for the reply to be recognized in this manner, the subject of the reply must contain certain prefixes . ((which is why this won't be the behavior for all automatic replies

:Deskpro currently looks for the following prefixes

- - <Undeliverable: <original subject \bullet
 - <Out of Office: <original subject •
 - <Automatic reply: <original subject •</pre>
 - <Out of Office AutoReply: <original subject
 - <Autosvar: <original subject \bullet
 - <Recall: <original subject •