



[Canolfan Gymorth](#) > [Cymuned](#) > [Feature Request](#) > [Count agent note as a 'reply' for SLA measurement](#)

Count agent note as a 'reply' for SLA measurement Collecting Feedback

- Eric VanTol
- **Enw'r Fforwm:** #Feature Request

An Agent Note should be counted as a response in an SLA calculation and in reports. Our agents do not always respond via email to users, but perform troubleshooting steps and/or call users, but ticket stats and SLA calculations ignore notes, causing escalations to occur and ticket stats to show hours before a "response", which is untruthful.