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Specific sender set as always agent note Report

- Chynah Hayde
- **Enw'r Fforwm:** #Feature Request

A setting within the helpdesk that will prompt tickets from a specified user to be converted into notes upon entering the helpdesk.

Example:

If:

sender = example@domain.com

Action:

set message to agent note

Sylw (1)

Rajput Anil

1 year ago

Me Rajput