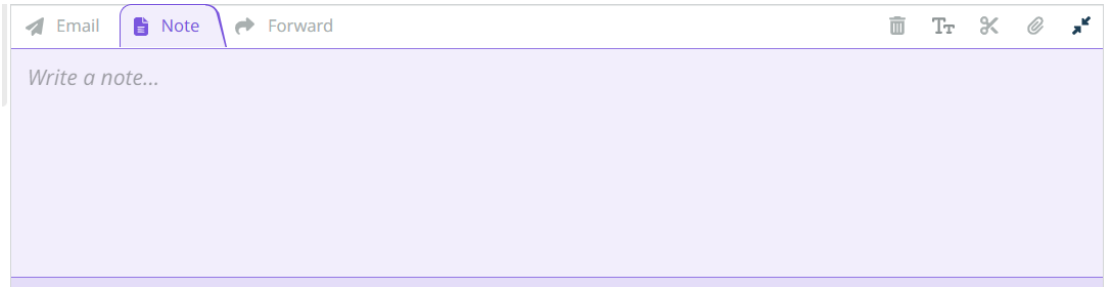
How can I add information to a ticket without notifying the user?

Chynah Hayde - 2023-08-31 - Kommentare (0) - Agent

Sometimes you may want to add information to a ticket without sending it as a reply to the user. For example, if you want to summarise a phone/chat conversation you've just had for future reference, or add information that's relevant to your fellow agents but not the user.

The best way to prevent your end users from seeing information that has been added to a ticket would be to add a ticket note. Notes are for agents only, and users cannot ever see notes.



Note

Agent Notes are visible in PDF downloads of a Ticket Thread.