



[Κέντρο Εξυπηρέτησης](#) > [Κοινότητα](#) > [Feature Request](#) > [Feature to handle different types of user replies](#)

Feature to handle different types of user replies Collecting Feedback

- Lauren Cumming
- **Όνομα φόρουμ:** #Feature Request

E.g If you have a trigger that sends out an automated email when a ticket is resolved, a feature that could distinguish between meaningless re-resolves where the user has replied 'Thank you' or something similar that would re-trigger the automated email. Would be useful to exclude these types of replies, also useful for statistics e.g time until resolution.