Deskpro

Set replies from specific users as internal notes (via a trigger) Collecting Feedback

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- **Όνομα φόρουμ:** #Feature Request

It would be helpful if we were able to set emails from specific users as notes via a trigger. We have certain users whose responses we would like to only be visible to agents on a ticket (internal third parties for example) and not neccesarily to all parties with access to the ticket.