

<u>Γνωσιακή βάση</u> > <u>Using Deskpro</u> > <u>Agent</u> > <u>Why are Agent Notes included in Email threads?</u>

## Why are Agent Notes included in Email threads?

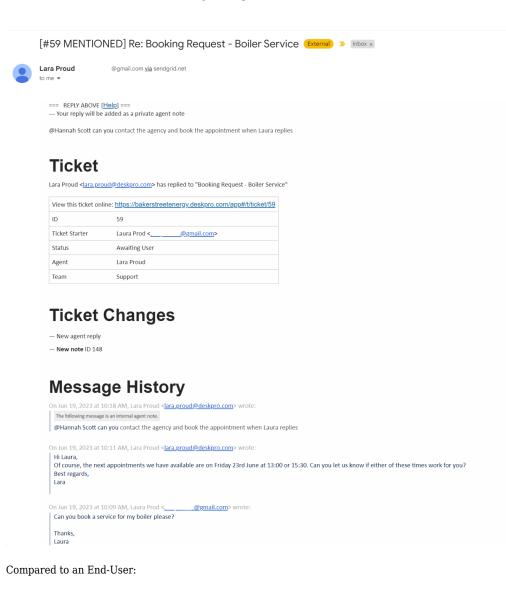
Lara Proud - 2023-08-24 - Σχόλια (0) - <u>Agent</u>

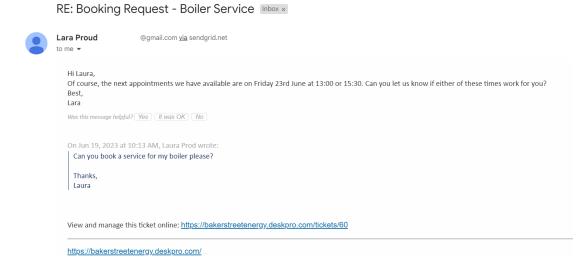
The Email Notifications for Tickets that you receive as an Agent will include Agent Notes because they are only seen by Deskpro Agents.

The response a User receives does not include the information that Agent Notification Emails do, and they will not receive a new message when an Agent Note is added to a Ticket.

## Example

Here is the difference between what helpdesk Agents will see in the Email Notifications:





You can also see which notifications are sent to different individuals by checking the Ticket History tab, helping you feel confident that the Agent Note is not sent to an end-user:

💬 Messages 🛛 🍦	🕲 History
S EMAIL	6 hrs #1
LP Laura Prod (laraproud3@gmail.com)	
Can you book a service for my boiler please?	
Thanks, Laura	
	6 hrs #2 🚦 😡
To: (P Laura Prod (laraproud3@gmail.com)	-
Hi Laura,	
Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?	
Best regards,	
Lara	
S AGENT NOTE	5 hrs #3 🗄 🚯
@Hannah Scott can you contact the agency and book the appointment when Laura replies	

This tab will show who is notified about each individual message that is added to the ticket, in this case only Hannah is emailed about this Ticket response:



• Email Notifications