



Help Centre > Community > Feature Request > Determine how often agents send emails when creating ticket in agent interface

Determine how often agents send emails when creating ticket in agent interface Collecting Feedback

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• Forum name: #Feature Request

I'd like to be able to report on how often agents send a message when creating a ticket.

I have the agents who don't want the checkbox « Send email to user » checked by default upon creating a ticket and those who want it checked. I'm trying to know what's mostly used.