



<u>Help Centre</u> > <u>Community</u> > <u>Feature Request</u> > <u>Set replies from specific users as internal notes (via a trigger)</u>

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

• SH Steve, Lam Hang

• Forum name: #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 necessarily to all parties with access to the ticket.