



[Help Centre](#) > [Community](#) > [Feature Request](#) > [Set replies from specific users as internal notes \(via a trigger\)](#)

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

- 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.