

Ticket followers replying by email is going to the user not the agent

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Question

An agent who was following a ticket tried to reply by email to the agent who was assigned the ticket, but the reply went to the user. What's going on?

Answer

This is as designed. Deskpro assumes that an agent replying to a ticket by email is responding to the user, even if they are not the assigned agent.

If the agents in this situation need to discuss the ticket by email, they can use [email action codes](#) to make their response a **note**, which is only visible to other agents. The follower and the assigned agent can both put

#note

at the top of emails to have them sent to each other rather than the user - as long as they have selected the correct notifications in their agent preferences:

Preferences

Profile

Security

Preferences

Notifications

| Mine | Email | Alert |
|---------------------|-------------------------------------|--------------------------|
| New ticket | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Assigned to me | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Unassigned from me | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Added as follower | <input type="checkbox"/> | <input type="checkbox"/> |
| Removed as follower | <input type="checkbox"/> | <input type="checkbox"/> |
| New user message | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| New agent message | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| New agent note | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Property change | <input type="checkbox"/> | <input type="checkbox"/> |
| I'm Following | Email | Alert |
| New ticket | <input type="checkbox"/> | <input type="checkbox"/> |
| Assigned to me | <input type="checkbox"/> | <input type="checkbox"/> |