 Deskpro

Add option to disable agent replies by email or default to note Finished

- John Blackwood
- **Forum name:** #Feature Request

It would be great if agent replies sent by email would either default to an internal note, or could be prevented from adding a reply of any sort.

Comments (4)

Lisa Donnelly

9 years ago

This is very important to our usage of Deskpro

Anna B

9 years ago

agreed, people are responding to emails and not realising the client can see the response as it's not obvious. I could catch us out easily.

Lisa Donnelly

9 years ago

I don't understand why an agent responding to a note notification via email would go back into the the ticket as a response that the client can see and send the client an update via email. I have Agents (Account Managers) whose permissions are locked down and can only add notes within the ticket in Deskpro but yet when they respond via email it goes straight in as a client response

Tram

8 years ago

Hi John You can already do this in DeskPRO. 1. Go to the Admin interface and go to Tickets 2. Click on Settings 3. Under Email Settings, there's an Option to "Process email replies as notes instead of ticket replies" Just remember that this will apply to all agents.