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Specific sender set as always agent note Report

- CH Chynah Hayde
- **Forum name:** #Feature Request

A setting within the helpdesk that will prompt tickets from a specified user to be converted into notes upon entering the helpdesk.

Example:

If:

sender = example@domain.com

Action:

set message to agent note

Comment (1)

RA **Rajput Anil**

2 years ago

Me Rajput