

Why are some automatic Replies added as an internal Note?

Emily Booth - 2023-08-29 - Comments (0) - Using Deskpro

Question: Why do some automatic email responses from Users get added to as an internal note within the ticket?

Answer: This happens when Deskpro was able to recognize the message as an automatic reply, and intentionally adds the reply as a note so that it does not affect the status of the ticket (e.g. changing it from Awaiting User to Awaiting Agent).