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## Why are some automatic Replies added as an Agent Note?

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Some automatic email responses will get added to the Ticket Thread as an Agent Note so that the automatic reply does not affect the status of the ticket (e.g. changing it from Awaiting User to Awaiting Agent).

The screenshot shows a ticket thread in the Deskpro interface. At the top, there are tabs for 'Messages' and 'History'. The 'Messages' tab is active, showing a purple box labeled 'AGENT NOTE' containing the text: 'I will be away from the office for the rest of today.' To the right of this box are the timestamp '11 mins' and the message number '#2'. Next to the message is a circular profile icon with the letters 'JH'. Below this, an 'EMAIL' message is shown, also from 'JH' to 'Joe Hancock (j.hancock@deskpro.com)'. The email body contains: 'Hello Joe,' followed by 'I hope that we have been able to help you with your query, but if there is anything else that we can do to help, please get in touch.' and 'Kind Regards,'. To the right of the email message are the timestamp '12 mins' and the message number '#1'. Next to the message is a circular profile icon with a small image of a person's face.

In order for the reply to be recognized in this manner, the subject of the reply must contain certain prefixes (which is why this won't be the behavior for all automatic replies).

Deskpro currently looks for the following prefixes:

- Delivery Status Notification <original subject>
- Undeliverable: <original subject>
- Out of Office: <original subject>
- Automatic reply: <original subject>
- Out of Office AutoReply: <original subject>
- Autosvar: <original subject>
- Recall: <original subject>