




# Let agents customize chat notifications when they are mentioned in a note Collecting Feedback

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- **Forum name:** #Feature Request

When a mention is added in a note, the mentioned agent gets notified by email when they are offline (can be disabled) and always through agent chat (cannot be disabled). When agents get tons of mentions, it is quite frustrating to be notified multiple times for the same thing. It would be great if it could be customized by each agent.