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Automatically generated agent note doesn't show agent name Finished

Philipp Bartsch •

Forum name: #Bug Report •

Hi,
 I let the system add a note (in the name of our supervisor) after a defined period to demand attention of the respective ticket agent. In the notifications only "New agent note by" .is shown whereas normally the name of that agent is shown that added a note

(Comment (1

Philipp Bartsch

7 سال پیش

Solved