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Count agent note as a 'reply' for SLA measurement Collecting Feedback

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**Forum name:** #Feature Request •

An Agent Note should be counted as a response in an SLA calculation and in reports. Our agents do not always respond via email to users, but perform troubleshooting steps and/or call users, but ticket stats and SLA calculations ignore notes, causing escalations to occur and .ticket stats to show hours before a "response", which is untruthful