



[Feature Request](#) > [delaying emails](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

delaying emails Collecting Feedback

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Forum name: #Feature Request •

It would be good if you could set a delay between a ticket reply being updated and an email .actually being sent

This would be helpful in instances where messages are sent in error (for example when an .(intended agent note is accidentally sent as a reply to the user

.The email could then be cancelled/deleted during the delay if needed