



[Feature Request](#) > [Determine how often agents send emails when creating ticket in agent interface](#) < [انتقادات و پیشنهادات](#) < [Help Center](#)

Determine how often agents send emails when creating ticket in agent interface Collecting Feedback

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**Forum name:** #Feature Request •

.I'd like to be able to report on how often agents send a message when creating a ticket

I have the agents who don't want the checkbox « Send email to user » checked by default .upon creating a ticket and those who want it checked. I'm trying to know what's mostly used