



Feature Request > Set replies from specific users as < انتقادات و پیشنهادات < Help Center (internal notes (via a trigger

Set replies from specific users as internal notes (via a trigger) Collecting Feedback

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Forum name: #Feature Request •

.It would be helpful if we were able to set emails from specific users as notes via a trigger We have certain users whose responses we would like to only be visible to agents on a ticket .(internal third parties for example) and not neccessarily to all parties with access to the ticket