



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

SH Steve, Lam Hang • 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