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Split permissions out such it's possible to only inhibit edits to replies sent externally.

Collecting Feedback

Nik Smit •

**Forum name:** #Feature Request •

It seems that 'edit' and 'delete' both internal notes and replies to customers, have all been lumped together. Allowing agents to edit, or delete replies that have been emailed to a customer, is a terrible idea. One cannot rewrite history. On the other hand, allowing them to edit or delete their own internal notes, makes a lot of sense - even just for typos etc - but more importantly to fix inaccurate info. Permissions should be split such it's possible to only .inhibit changes to things sent externally

(Comment (1

**Matthew Baines**

7 سال پیش

I agree with this request, it may also be nice to have a limit to how long after the note .creation edits are allowed. So users can't edit notes from last month or even last week