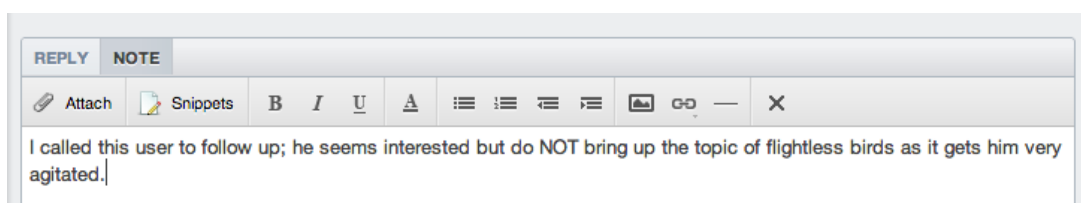


How can agents communicate with each other within ?Deskpro

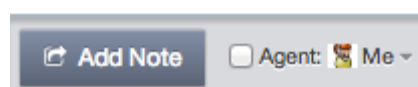
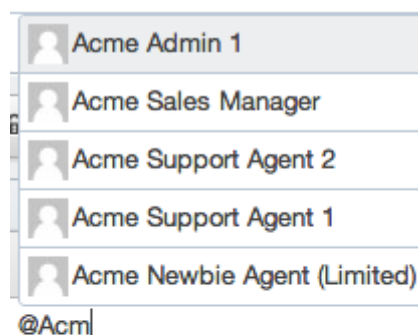
Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

When viewing the details of a ticket, an agent can write a **note** instead of a **reply**. This is .1
.visible to any agent who looks at the ticket later, but is not sent to the user



Agents receive an email or browser notification when a note is left on a ticket that is
.assigned to them or that they follow (depending on their notification settings)

An agent can **@mention** another agent within a note, to guarantee they will be notified .2
regardless of their settings. This involves simply typing @ and then the start of the agent's
.name, then selecting the agent to mention from an auto-complete menu



There is an [agent IM system](#) enabling real-time chat between agents. This is separate .3
.from the user chat system