

## ?Why are Agent Notes included in Email threads

Lara Proud - 2023-08-24 - Comment (1) - Agent

The Email Notifications for Tickets that you receive as an Agent will include Agent Notes .because they are only seen by Deskpro Agents

The response a User receives does not include the information that Agent Notification Emails do, and they will not receive a new message when an Agent Note is added to a .Ticket

### Example

:Here is the difference between what helpdesk Agents will see in the Email Notifications



:Compared to an End-User



You can also see which notifications are sent to different individuals by checking the Ticket :History tab, helping you feel confident that the Agent Note is not sent to an end-user



This tab will show who is notified about each individual message that is added to the ticket, :in this case only Hannah is emailed about this Ticket response



Tags

Agent Notes

Email Notifications