Deskpro

Email Replies Should Not Make Notes Visible Finished

- Lenny LaRose
- **Forum name:** #Feature Request

We notice a lot of agents tend to reply back to notes with messages that the users can see. I think a lot of the time, the agents may be responding to the email they receive when the note is added and I was wondering if Desk Pro might be able to come up with a way to add an emailed response to a "note added" notification as a note instead of a message.

 Maybe they can filter off the email subject, and if it includes "[#nnnnn NOTE]" (maybe use a regEx to match the pattern) then the response would be added as a note?

Comment (1)

Ronnie Jorgensen

10 years ago

As a potential upcoming customer I would be interested in this feature as we'll. It is good to be notified on a note but if you reply to that notification via email it should not go back to the customer