

Creating a trigger to later the way users receive agent reply triggers Collecting Feedback

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- **Forum name:** #Feature Request

Currently we have clients who do not want to use the portal but just email us. Some of our clients have group email boxes and/or do not have a secure work area . I would like to have a feature where users who need to use the online app receive a message telling them to log on to see the agent reply, and those on the ticket who don't need to use the online app receive the agent reply itself