



[Help Center](#) > [Community](#) > [Feature Request](#) > [Viewing agent-only notes](#)

Viewing agent-only notes Under Review

- Martin Brule Jr.
- **Forum name:** #Feature Request

Many times when another agent continues working another's ticket, it's helpful to filter out the replies to/from the end user and only see agent notes for quick review of troubleshooting steps already done.

Comments (2)

**Mike Sheldon**

4 years ago

This would be very helpful for our organization as well. Majority of the time all the info we need is in the notes not the messages.

**Steve, Lam Hang**

4 years ago

This is indeed useful especially when auditing for 1:1 reviews with the agent. Also important when the thread is too long. Some tickets could be going on for a few weeks and reading all the contents is sometimes time consuming.