



[Help Center](#) > [Tanggapan](#) > [Feature Request](#) > [Message warnings](#)

Message warnings Collecting Feedback

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- **Forum name:** #Feature Request

It would be useful if we could create dialogue box notifications for our agents when certain acts are performed.

Specifically we'd like to create a warning notification to pop out when the agent changes the 'Reply as...' status from Awaiting User to Resolved.

Ideally we'd like to be able to specify which notifications appear for agents at agent or department level.