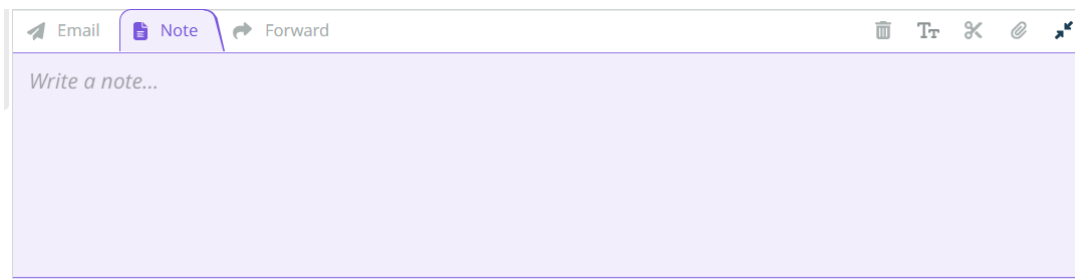


## How can I add information to a ticket without notifying the user?

Chynah Hayde - 2023-08-31 - Comments (0) - Agent

Sometimes you may want to add information to a ticket without sending it as a reply to the user. For example, if you want to summarise a phone/chat conversation you've just had for future reference, or add information that's relevant to your fellow agents but not the user.

The best way to prevent your end users from seeing information that has been added to a ticket would be to add a ticket note. Notes are for agents only, and users cannot ever see notes.

A screenshot of the Deskpro interface showing the 'Note' form. The form has a light purple header bar with three tabs: 'Email', 'Note' (which is selected and highlighted), and 'Forward'. To the right of the tabs are several icons: a trash can, a text icon, a link icon, a comment icon, and a share icon. Below the header bar is a large, empty text area with the placeholder text 'Write a note...'.

Note

Agent Notes are visible in PDF downloads of a Ticket Thread.