



<u>Help Center</u> > <u>Community</u> > <u>Feature Request</u> > <u>Determine how often agents send emails</u> when creating ticket in agent interface

Determine how often agents send emails when creating ticket in agent interface Collecting Feedback

• CM Christian Mattart

• Forum name: #Feature Request

I'd like to be able to report on how often agents send a message when creating a ticket.

I have the agents who don't want the checkbox « Send email to user » checked by default upon creating a ticket and those who want it checked. I'm trying to know what's mostly used.