

Why are Agent Notes included in Email threads?

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The Email Notifications for Tickets that you receive as an Agent will include Agent Notes because they are only seen by Deskpro Agents.

The response a User receives does not include the information that Agent Notification Emails do, and they will not receive a new message when an Agent Note is added to a Ticket.

Example

Here is the difference between what helpdesk Agents will see in the Email Notifications:



Compared to an End-User:



You can also see which notifications are sent to different individuals by checking the Ticket History tab, helping you feel confident that the Agent Note is not sent to an end-user:



This tab will show who is notified about each individual message that is added to the ticket, in this case only Hannah is emailed about this Ticket response:



Tag
Agent Notes
Email Notifications