Deskpro

Specific sender set as always agent note Report

- Chynah Hayde
- フォーラム名: #Feature Request

A setting within the helpdesk that will prompt tickets from a specified user to be converted into notes upon entering the helpdesk.

Example:

If:

sender = example@domain.com

Action:

set message to agent note

Comments (1)

Rajput Anil

1年前

Me Rajput