헬프센터 > 피드백 > Feature Request > Set replies from specific users as internal notes (via a trigger)

Set replies from specific users as internal notes (via a trigger) Collecting Feedback

- SH Steve, Lam Hang
- **포럼 이름:** #Feature Request

It would be helpful if we were able to set emails from specific users as notes via a trigger.

We have certain users whose responses we would like to only be visible to agents on a ticket (internal third parties for example) and not neccesarily to all parties with access to the ticket.