



[Help Center](#) > [Community](#) > [Feature Request](#) > [delaying emails](#)

delaying emails Collecting Feedback

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- **Forum name:** #Feature Request

It would be good if you could set a delay between a ticket reply being updated and an email actually being sent.

This would be helpful in instances where messages are sent in error (for example when an intended agent note is accidentally sent as a reply to the user).

The email could then be cancelled/deleted during the delay if needed.