



[Help Center](#) > [Community](#) > [Feature Request](#) > [Specific sender set as always agent note](#)

Specific sender set as always agent note Report

- Chynah Hayde
- **Forum name:** #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

Comment (1)

Rajput Anil

1 year ago

Me Rajput