Split the permission to allow agents to set a message as an agent note out of the 'Can edit/delete messages' permission Collecting Feedback

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- **Nazwa forum:** #Feature Request

In the past, our agents used to have the option to convert a message to an agent note. We used this for various purposes, such as to mask an internal message, to "hide" out-of-office responses that were not recognized by Deskpro, or to "hide" messages for which one of the users thought they were contacting us privately.

However, this option now appears to be linked to the "Can edit and delete messages" permission. We do not have this permission available, because we see it as a risk that data are falsified when agents have permissions to edit or delete selected messages.

We would like to suggest that this permission be made separate.