

Why are Agent Notes included in Email threads?

Lara Proud - 2023-08-24 - Comentários (0) - Agent


The Email Notifications for Tickets that you receive as an Agent will include Agent Notes because they are only seen by Deskpro Agents.

The response a User receives does not include the information that Agent Notification Emails do, and they will not receive a new message when an Agent Note is added to a Ticket.

Example

Here is the difference between what helpdesk Agents will see in the Email Notifications:

[#59 MENTIONED] Re: Booking Request - Boiler Service External Inbox x

 **Lara Proud** @gmail.com via sendgrid.net
to me ▾

=== REPLY ABOVE [\[Help\]](#) ===
--- Your reply will be added as a private agent note

@Hannah Scott can you contact the agency and book the appointment when Laura replies

Ticket

Lara Proud <lara.proud@deskpro.com> has replied to "Booking Request - Boiler Service"

View this ticket online: https://bakerstreetenergy.deskoro.com/app#/ticket/59	
ID	59
Ticket Starter	Lara Prod < lara.proud@deskpro.com >
Status	Awaiting User
Agent	Lara Proud
Team	Support

Ticket Changes

- New agent reply
- **New note** ID 148

Message History

On Jun 19, 2023 at 10:18 AM, Lara Proud <lara.proud@deskpro.com> wrote:

The following message is an internal agent note.

@Hannah Scott can you contact the agency and book the appointment when Laura replies

On Jun 19, 2023 at 10:11 AM, Lara Proud <lara.proud@deskpro.com> wrote:

Hi Laura,
Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?
Best regards,
Lara


On Jun 19, 2023 at 10:09 AM, Lara Prod <lara.proud@deskpro.com> wrote:

Can you book a service for my boiler please?

Thanks,
Laura

Compared to an End-User:

RE: Booking Request - Boiler Service Inbox x

 **Lara Proud** @gmail.com via sendgrid.net
to me ▾

Hi Laura,
Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?
Best,
Lara

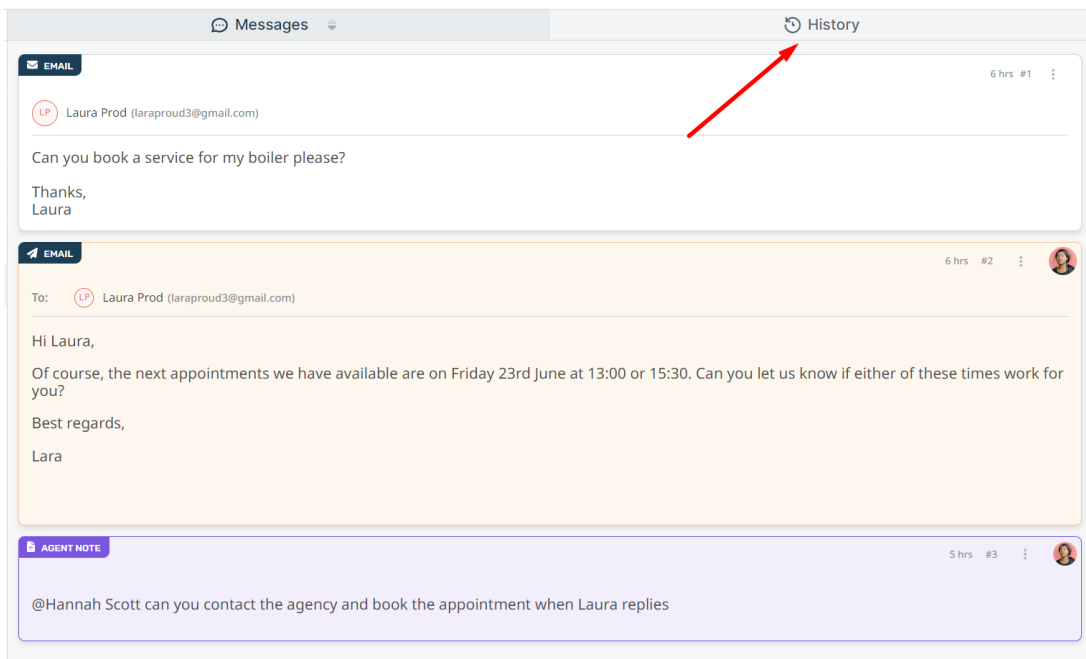
Was this message helpful? Yes It was OK No

On Jun 19, 2023 at 10:13 AM, Lara Prod wrote:
Can you book a service for my boiler please?
Thanks,
Laura

View and manage this ticket online: <https://bakerstreetenergy.deskpro.com/tickets/60>


<https://bakerstreetenergy.deskpro.com/>

You can also see which notifications are sent to different individuals by checking the Ticket History tab, helping you feel confident that the Agent Note is not sent to an end-user:




Messages History

EMAIL 6 hrs #1

 Laura Prod (laraproud3@gmail.com)

Can you book a service for my boiler please?
Thanks,
Laura

EMAIL 6 hrs #2

To:  Laura Prod (laraproud3@gmail.com)


Hi Laura,
Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?
Best regards,
Lara


AGENT NOTE 5 hrs #3




@Hannah Scott can you contact the agency and book the appointment when Laura replies

This tab will show who is notified about each individual message that is added to the ticket, in this case only Hannah is emailed about this Ticket response:

New Reply

 **Lara Proud**

Note 

 #2  Hannah Scott <hannah.scott@deskpro.com> —  ID 122 emailed ▾

Tags

Agent Notes

Email Notifications