



[Help Center](#) > [Community](#) > [Feature Request](#) > [Count agent note as a 'reply' for SLA measurement](#)

Count agent note as a 'reply' for SLA measurement Collecting Feedback



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- **Forum name:** #Feature Request

An Agent Note should be counted as a response in an SLA calculation and in reports. Our agents do not always respond via email to users, but perform troubleshooting steps and/or call users, but ticket stats and SLA calculations ignore notes, causing escalations to occur and ticket stats to show hours before a "response", which is untruthful.