Process agent email replies to notes as notes, and emails to replies as replies. Collecting Feedback

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- **Forum name:** #Feature Request

One of the agents posts a note on the ticket with some internal info. Another agent carelessly replies to all (it appears that the note comes from personal email address after all) thinking that they are replying only to the other agents but instead their words get posted as a reply to a ticket (that includes the customer).

There is a warning that says "you cannot reply to notes" but regardless of that warning - the reply gets posted anyway.

Is there any way to fix it? People often forget to start their message with #note. We want all replies to a note to be rejected or posted as notes.