Message warnings Collecting Feedback

- Lisa Barrett
- **Ime foruma:** #Feature Request

It would be useful if we could create dialogue box notifications for our agents when certain acts are performed.

Specifically we'd like to create a warning notification to pop out when the agent changes the 'Reply as... ' status from Awaiting User to Resolved.

Ideally we'd like to be able to specify which notifications appear for agents at agent or department level.