

## Why are some automatic Replies added as an internal Note?

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**Question:** Why do some automatic email responses from Users get added to as an internal note within the ticket?

**Answer:** This happens when Deskpro was able to recognize the message as an automatic reply, and intentionally adds the reply as a note so that it does not affect the status of the ticket (e.g. changing it from Awaiting User to Awaiting Agent).