Deskpro

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Feature to handle different types of user replies Collecting Feedback

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- **Forum adı:** #Feature Request

E.g If you have a trigger that sends out an automated email when a ticket is resolved, a feature that could distinguish between meaningless re-resolves where the user has replied 'Thank you' or something similar that would re-trigger the automated email. Would be useful to exclude these types of replies, also useful for statistics e.g time until resolution.