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Ticket followers replying by email is going to the user not the agent

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Question

An agent who was following a ticket tried to reply by email to the agent who was assigned the ticket, but the reply went to the user. What's going on?

Answer

This is as designed. Deskpro assumes that an agent replying to a ticket by email is responding to the user, even if they are not the assigned agent.

If the agents in this situation need to discuss the ticket by email, they can use [email action codes](#) to make their response a **note**, which is only visible to other agents. The follower and the assigned agent can both put

#note

at the top of emails to have them sent to each other rather than the user - as long as they have selected the correct notifications in their agent preferences:

Preferences		
Profile	Security	Preferences
Notifications		
Mine	Email	Alert
New ticket	☒	☐
Assigned to me	☒	☐
Unassigned from me	☒	☐
Added as follower	☐	☐
Removed as follower	☐	☐
New user message	☒	☐
New agent message	☒	☐
New agent note	☒	☐
Property change	☐	☐
I'm Following	Email	Alert
New ticket	☐	☐
Assigned to me	☐	☐