Allow incoming emails from our company domain to be set as agent notes Collecting Feedback

- jasper
- **Forum name:** #Feature Request

When our support department needs inside information from a colleague who is not set up as an Agent in Deskpro, they send the colleague a question with the use of DeskPro. But when this colleague replies, it attaches the mail to the ticket as a normal user reply, which can be visible to our user.

We want to create rule which prevents this from happening, without needing to create a linked ticket or add all our other colleagues as agents. For example: When incoming ticket (email) reply is coming from domain x, where the from email address is not an agent, then set it as an agent note.

Comments (2)

E Lee

5 năm trước

I agree. The risk of the end user/customer receiving an internal note is too high. We are having to do work arounds to prevent this -external email and/or linked ticket that we don't see end user/customer updates on.

Neil Davis

1 năm trước

This is something we've been trying to deal with since implementing DeskPro. Other systems seem to handle this well and it's something that may influence our continued use.