



<u>帮助中心</u> > <u>社区</u> > <u>Feature Request</u> > <u>Set replies from specific users as internal notes (via a trigger)</u>

## Set replies from specific users as internal notes (via a trigger) Collecting Feedback

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• 论坛名称: #Feature Request

It would be helpful if we were able to set emails from specific users as notes via a trigger.

We have certain users whose responses we would like to only be visible to agents on a ticket (internal third parties for example) and not neccesarily to all parties with access to the ticket.