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Why are Agent Notes included in Email threads?

Lara Proud - 2023-08-24 - [Comments \(0\)](#) - [Agent](#)

The Email Notifications for Tickets that you receive as an Agent will include Agent Notes because they are only seen by Deskpro Agents.

The response a User receives does not include the information that Agent Notification Emails do, and they will not receive a new message when an Agent Note is added to a Ticket.

Example

Here is the difference between what helpdesk Agents will see in the Email Notifications:

[#59 MENTIONED] Re: Booking Request - Boiler Service External Inbox x

Lara Proud @gmail.com via sendgrid.net
to me ▾

=== REPLY ABOVE [\[Help\]](#) ===
--- Your reply will be added as a private agent note

@Hannah Scott can you contact the agency and book the appointment when Laura replies

Ticket

Lara Proud <lara.proud@deskpro.com> has replied to "Booking Request - Boiler Service"

View this ticket online: https://bakerstreetenergy.deskpro.com/app#/t/ticket/59	
ID	59
Ticket Starter	Lara Prod < _____@gmail.com >
Status	Awaiting User
Agent	Lara Proud
Team	Support

Ticket Changes

- New agent reply
- **New note** ID 148

Message History

On Jun 19, 2023 at 10:18 AM, Lara Proud <lara.proud@deskpro.com> wrote:

The following message is an internal agent note.

@Hannah Scott can you contact the agency and book the appointment when Laura replies

On Jun 19, 2023 at 10:11 AM, Lara Proud <lara.proud@deskpro.com> wrote:

Hi Laura,
Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?
Best regards,
Lara

On Jun 19, 2023 at 10:09 AM, Laura Prod <_____@gmail.com> wrote:

Can you book a service for my boiler please?

Thanks,
Laura

Compared to an End-User:

RE: Booking Request - Boiler Service Inbox x



Lara Proud

@gmail.com via sendgrid.net

to me ▾

Hi Laura,
Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you?
Best,
Lara

Was this message helpful? Yes It was OK No

On Jun 19, 2023 at 10:13 AM, Lara Prod wrote:

Can you book a service for my boiler please?

Thanks,
Laura

View and manage this ticket online: <https://bakerstreetenergy.deskpro.com/tickets/60>

<https://bakerstreetenergy.deskpro.com/>

You can also see which notifications are sent to different individuals by checking the Ticket History tab, helping you feel confident that the Agent Note is not sent to an end-user:

The screenshot shows the 'History' tab of a ticket. It contains three entries:

- EMAIL** (6 hrs #1): From Laura Prod (laraproud3@gmail.com) with the message: "Can you book a service for my boiler please? Thanks, Laura".
- EMAIL** (6 hrs #2): To: Laura Prod (laraproud3@gmail.com). From: Lara. Message: "Hi Laura, Of course, the next appointments we have available are on Friday 23rd June at 13:00 or 15:30. Can you let us know if either of these times work for you? Best regards, Lara".
- AGENT NOTE** (5 hrs #3): "@Hannah Scott can you contact the agency and book the appointment when Laura replies".

This tab will show who is notified about each individual message that is added to the ticket, in this case only Hannah is emailed about this Ticket response:

New Reply



Lara Proud

Note ID 148

#2

Hannah Scott <hannah.scott@deskpro.com>

ID 122

emailed ▾

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