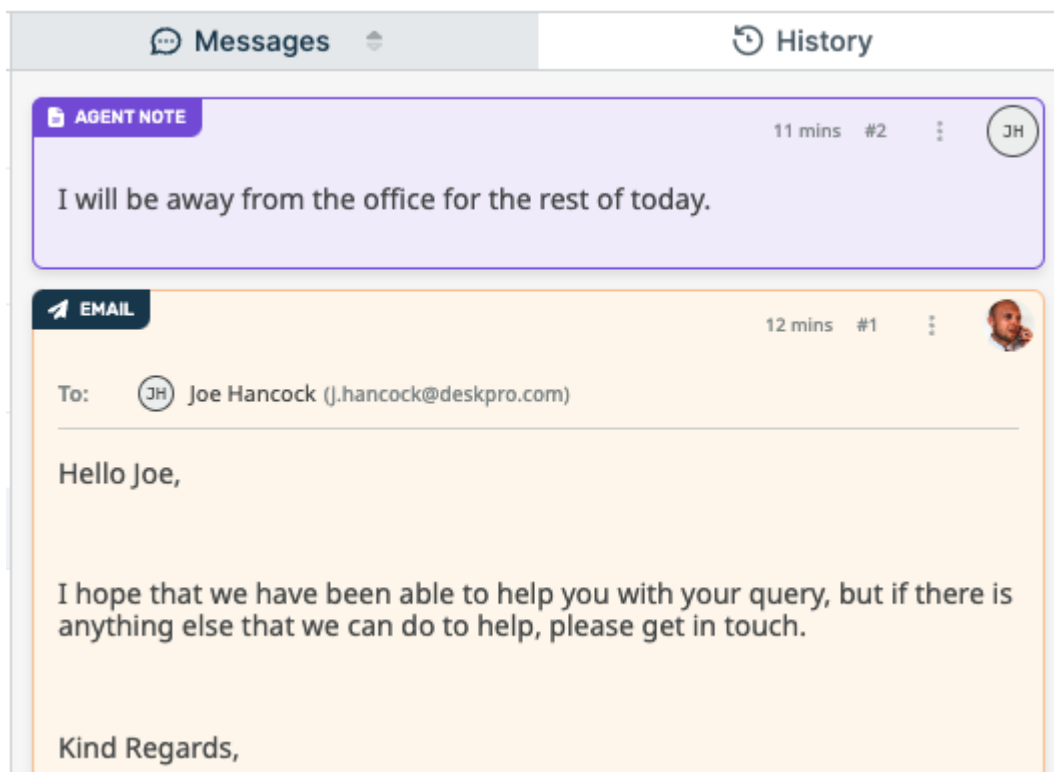


Why are some automatic Replies added as an Agent Note?

Lewis O'Connor - 2023-08-29 - [Comments \(0\)](#) - [Admin](#)

Some automatic email responses will get added to the Ticket Thread as an Agent Note so that the automatic reply does not affect the status of the ticket (e.g. changing it from **Awaiting User** to **Awaiting Agent**).



The screenshot displays a ticket thread interface with two tabs: "Messages" and "History". The "Messages" tab is active, showing a list of messages. The first message is an "AGENT NOTE" (purple header) with the text "I will be away from the office for the rest of today." It is timestamped "11 mins" and labeled "#2". The second message is an "EMAIL" (orange header) with the text "Hello Joe," and "I hope that we have been able to help you with your query, but if there is anything else that we can do to help, please get in touch." It is timestamped "12 mins" and labeled "#1". The email message includes a "To:" field with "Joe Hancock (j.hancock@deskpro.com)" and a signature "Kind Regards,". The interface also shows user avatars and a three-dot menu for each message.

Messages **History**

AGENT NOTE 11 mins #2 JH

I will be away from the office for the rest of today.

EMAIL 12 mins #1 JH

To: Joe Hancock (j.hancock@deskpro.com)

Hello Joe,

I hope that we have been able to help you with your query, but if there is anything else that we can do to help, please get in touch.

Kind Regards,

In order for the reply to be recognized in this manner, the subject of the reply must contain certain prefixes (which is why this won't be the behavior for all automatic replies).

Deskpro currently looks for the following prefixes:

- Delivery Status Notification <original subject>
- Undeliverable: <original subject>
- Out of Office: <original subject>
- Automatic reply: <original subject>
- Out of Office AutoReply: <original subject>
- Autosvar: <original subject>
- Recall: <original subject>