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Add an option to automatically display inline responses in ticket messages and ticket notification emails Collecting Feedback

IG Ian Gallmeister •
اسم المنتدى: # Feature Request

We've recently had a couple customers start responding to a lot of messages inline. While the Deskpro agent interface will show those inline responses if you click the three dots on that message (which isn't very noticeable), the email notifications sent out do not. A couple of our agents have missed replies entirely due to this.

We would like a setting that detects inline responses and makes sure to display them by default in the agent interface and include them in the email notification sent.

Maybe a good middle ground would be automatically expanding the in-console response to encompass the inline responses, as the 3 dots can be easily missed.