



[Feature Request](#) > [Email direct to ticket](#) < [اقتراحات](#) < [مركز المساعدة](#)

## Email direct to ticket Collecting Feedback

• ST Stuart Travers  
• اسم المنتدى: Feature Request#

.We currently have a number of powershell scripts that are used by helpdesk agents to perform certain tasks

Previously, on completion, these tasks would send an email of the results to our support mailbox with the ticket id in a specific format ("Re: [Request ID :##123456##]") and the email would be automatically added to ticket .123456

?Is it possible to create a specific flag to force the ticket import as a reply