



[Feature Request](#) > [Forward an email into an existing ticket](#) < [مركز المساعدة](#) < [اقتراحات](#)

Forward an email into an existing ticket Collecting Feedback

Matthew Wray •

Feature Request# **اسم المنتدى:** •

It would be helpful if there was a mechanism that allowed you to forward an email into .Deskpro and it gets processed into an existing ticket

Perhaps through leveraging the ref code or using an email action codes to instruct the .system