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Notifications for blocked attachments Collecting Feedback

J Jeroen •
اسم المنتدى: # Feature Request

.In Deskpro you can limit the types of files users are allowed to attach to emails into the system
However if they send in an email with a banned attachment type, the email will still be processed normally as a
.ticket but the attachment will be stripped out
.The user does not get a notification about this and it is not indicated in the agent interface that this has occurred
Therefore it would be helpful if there was some kind of email notification to the user to indicate this has taken
.place
It would also be helpful to show that this has occurred to the agent as well (perhaps adding a note to the ticket or
(simply showing it in the ticket log

تعليق (1)

Javier Casares

منذ 10 أشهر

So, currently there is no way to know if an attachment was stripped? :-/ It is quite an essential feature, I would
.say