



[Feature Request > Option to prioritise the Reply-To header when an email is received](#) < [مركز المساعدة < اقتراحات < from a specific email address](#)

## **Option to prioritise the Reply-To header when an email is received from a specific email address Collecting Feedback**

AA Anand Athiviraham •  
اسم المنتدى: # Feature Request

I'd like a way to keep the "From" header as being prioritised as default, but then for a specific "From" address .have the system prioritize "Reply To". I only want that change for the form-based emails, not for everyone

I was hoping to find a way to set a custom rule that when the email 'From' address is a specific email address, .that it instead generates a ticket for the "Reply to" field so that the user gets notified