

## How can I improve email previews for certain mobile email ?apps

Using Deskpro - (.) تعليقات - James Godwin - 2023-08-29

On most smartphone or tablet email apps, Deskpro email notifications have been tweaked to show a better preview, showing the text of the message rather than the REPLY ABOVE .notice

.A few mobile email apps require you to change a setting before this works

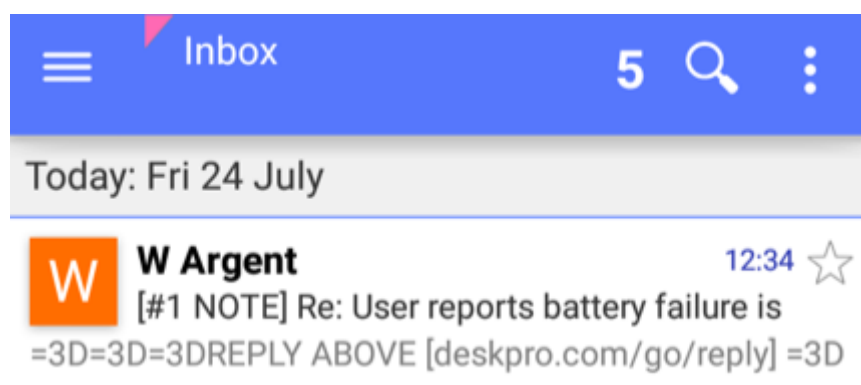
:Known apps where this change is required

Aquamail on Android •

Go to your Agent Settings at the bottom of the Navigation Panel then select Agent Preferences. In this menu, *disable* **Send email notifications with plaintext parts** under .your email address. This changes how notification emails are sent from that point on



This is an example of what an email notification looks like in Aquamail before you make this :change



:and afterward

Today: Fri 24 July



**W Argent**

12:33 ☆

[#1 NOTE] Re: User reports battery failure is

Could you give this customer a call on 555-120-844? Le

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