How do I automatically separate email that's forwarded into a single inbox?
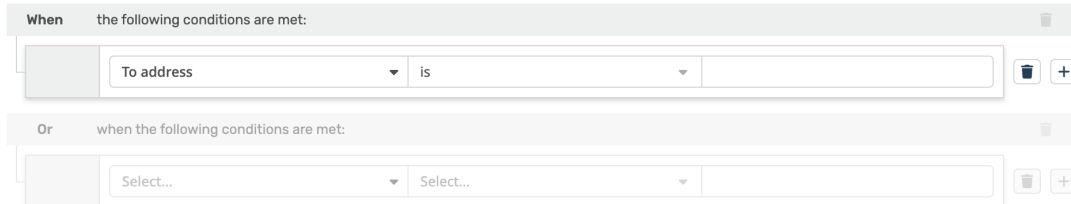
Using Deskpro - تعليقات (٠) - Sean Kerwin - 2023-09-13

If you have a single email inbox connected to Deskpro using IMAP with two aliases that both forward emails to the inbox it is possible for emails from those aliases to be separated. For each alias, create a **New Ticket** trigger **(Admin > Business Rules > Triggers)** based on the *To:* address:
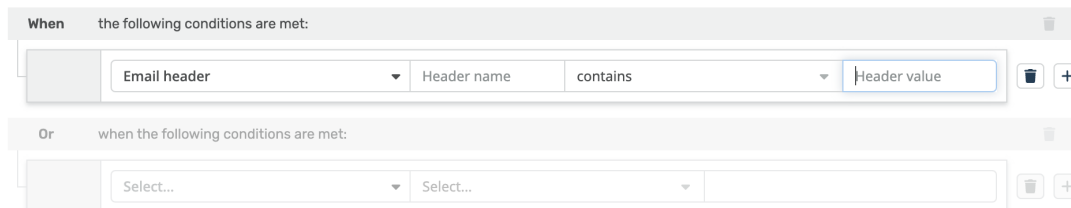
Use the Trigger actions to distinguish the tickets from the two different addresses: for example, assign them to different departments or teams, or apply different labels.

To include emails that have been CC'd to one of the aliases, you should add an **or** condition that checks the **CC'd Address** to each action.

Emails that are BCC'd do not usually have the address to which they were BCC'd in the headers: however, on some servers, this may be stored in a header such as *Delivered-To:* In that case, you can use a condition that checks the **Email Header.**