

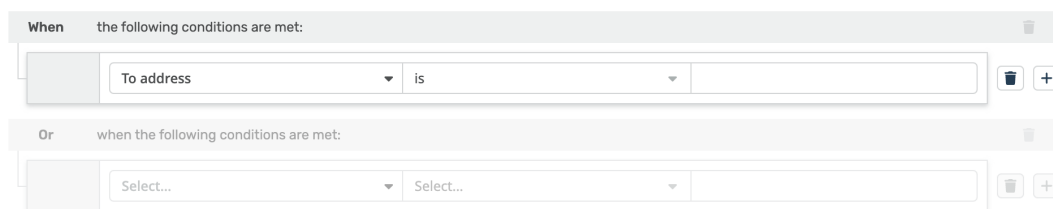
How do I automatically separate email that's forwarded into ?a single inbox

Using Deskpro - (٠) تعليقات - 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

③ Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

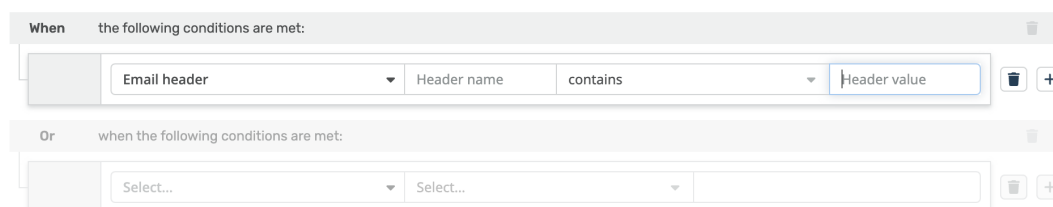


The screenshot shows the 'Criteria' section in Deskpro. It has two sections: 'When' and 'Or'. The 'When' section is active and shows a condition: 'To address' is followed by a dropdown menu, then 'is', then another dropdown menu, and finally a text input field. The 'Or' section is inactive and shows a condition: 'Select...' followed by a dropdown menu, then 'Select...', then another dropdown menu, and finally a text input field. Both sections have a trash icon and a plus icon.

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**



The screenshot shows the 'Criteria' section in Deskpro. It has two sections: 'When' and 'Or'. The 'When' section is active and shows a condition: 'Email header' followed by a dropdown menu, then 'Header name', then 'contains', then another dropdown menu, and finally a text input field with the value 'Header value'. The 'Or' section is inactive and shows a condition: 'Select...' followed by a dropdown menu, then 'Select...', then another dropdown menu, and finally a text input field. Both sections have a trash icon and a plus icon.

