How do I use Email Action Codes?

[Agent](#) - تعليقات (.) - Manu Marquez - 2023-08-29

Deskpro allows agents to perform actions via the use of special action codes that can be added to the top of email messages.

Action codes must be placed at the top of the email message and all follow this general format:

`#codename option`

(Where "**codename**" is the name of a code and "**option**" is a parameter used to perform an action (if required).

You can enter as many codes in one email as you want so long as they are at the very top of the email, one code per line.

The table below has some of the most useful action codes. For a full list, see [Email Action Codes](#).

Action Codes

Code	Description	Example
`#status` *`option`*	Sets the ticket status. Available options: agent_user_resolved_pending (sets to awaiting agent and enables pending status)	`#status resolved`
`#note` or `#is-note`	Sets the message to be an agent note rather than a reply to the user (overrides default)	`#note`
`#reply` or `#is-reply`	Sends message as a reply to user (overrides default)	`#reply`
`#field` *`value`*	Sets any custom field. #field is the name of the custom field with spaces removed or turned into dashes, and value is the value to set.	`#license-id 12345` `#subscribe-newsletter yes`
`#noreply`	Prevents a message from being added to the ticket. Use this when you want to use other action codes but don't want to add an actual reply to the ticket.	`#noreply`

When Deskpro is searching for values based on a string title or name (for example, category names or agent names, etc.), all comparisons are case-insensitive and with whitespace and punctuation removed. Here are a few examples:

- "Booker Dean-DeWitt" is matched as `bookerdeandewitt`

- "License ID" is matched as `licenseid`

- "Product Name (Full)" is matched as `productnamefull`

Your *option* values are treated the same way. So if you entered the name "Booker Dean Dewitt" or "booker dean de-WITT", both would match the name "Booker Dean-DeWitt".