

قاعدة المعلومات < How do I view the raw email source for a ticket ?message

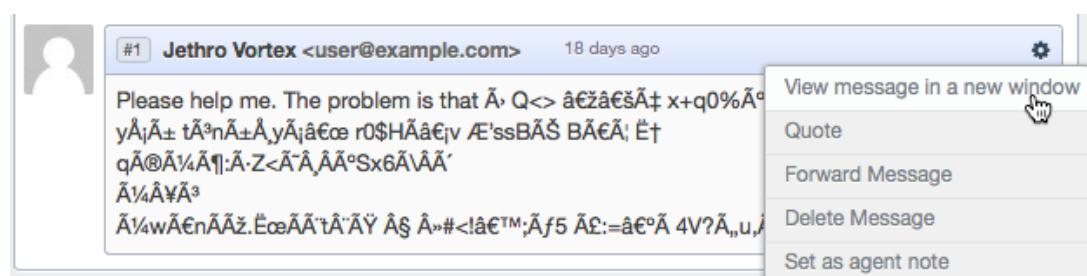
?How do I view the raw email source for a ticket message

Deskpro Legacy - تعلیقات (.) - Christopher Nadeau - 2023-08-31

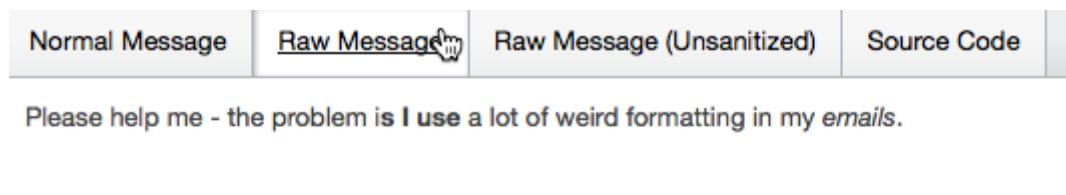
Sometimes it is useful to view the raw message source for a ticket message that arrived via email. Deskpro keeps a copy of raw message sources, which you can view from the agent interface.

.Load the ticket in the agent interface and find the message you want to view

Click on the gear icon in the top-right corner of the message to bring up the context menu,.then click **View message in a new window**



.In the window that opens, click on the **Raw Message** tab or the **Source Code** tab



A screenshot of a modal window showing the raw message content. The tabs at the top are 'Normal Message', 'Raw Message' (which is selected), 'Raw Message (Unsanitized)', and 'Source Code'. The message body is: 'Please help me - the problem is I use a lot of weird formatting in my emails.'



A screenshot of a modal window showing the raw message content. The tabs at the top are 'Normal Message', 'Raw Message', 'Raw Message (Unsanitized)', and 'Source Code' (which is selected). The message body is: 'HTML Body:' followed by the raw HTML code: <div dir="ltr">i<b style="font-family:arial,sans-serif;font-size:13px">s I use family:arial,sans-serif;font-size:13px"> a lot of weird formatting in my <i style="font-family:arial,sans-serif;font-style:italic;font-size:13px">. </i>
</div>

مواضيع ذات صلة

[?How do I generate debug information for a ticket](#) •