How does Deskpro determine the sender of an email?

Using Deskpro - تعليقات (٠) - Manu Marquez - 2023-08-30

Deskpro looks at the **From:** header of an email to determine the sender.

Some systems may forward email and change the **From:** header, expecting you to rely on the **Reply-to:** header to determine the sender. This behavior may cause Deskpro to assign unexpected users to tickets. The solution is to make sure the forwarding system is sending correct headers.