I'm having trouble with emails sent via eBay not linking to original tickets

Question:

Some emails to my ticket email accounts are sent via eBay. Deskpro sometimes creates a new ticket for reply emails, when it should be linking them to an existing ticket.

Answer:

eBay strips out some of the usual cues that Deskpro uses to detect that emails are responses to an existing ticket, such as prefixing replies with "RE:".

To fix this issue, go to **Admin > Tickets > Email Accounts**, and click **Advanced Settings** at the lower left.

☑ Enable subject matching on ALL email messages

Check the **Enable subject matching on ALL email messages** option, then click **Save**.

This option can also be useful if Deskpro is having problems correctly matching emails from other automated systems.

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