

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

Using Deskpro - (٠) تعليقات - Ben Henley - 2023-08-16

### :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

البطاقات

ebay