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:Question

We've configured our helpdesk to send reminder emails to users if a ticket is in the awaiting user status for 1 week (using the default template). When the helpdesk sends the email the .subject is always "REMINDER: {{ticket.subject}}" instead of using the actual subject

:Answer

:To fix this

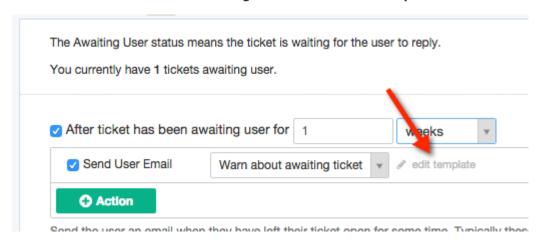
.In Setup > Languages, select your language and click Edit Phrases .1

Under **User Interface Phrases > Email Subjects**, edit the Custom Phrase column of .2 user.email_subjects.remind_unresolved_subject and

."{{user.email_subjects.remind_unresolved_final_subject and enter "REMINDER: {{subject



.Go to Tickets > Statuses > Awaiting User, and click Edit template .3



:Edit the subject of the template to be .4

{{ ({phrase('user.email_subjects.remind_unresolved_subject', {subject: ticket.subject }}

If you have enabled the second warning, repeat steps 3 and 4 for the **Final warn about** .5 :awaiting ticket template, changing the subject to be

({phrase('user.email_subjects.remind_unresolved_final_subject', {subject: ticket.subject }} {{