

I'm having trouble with the subject of reminder emails

Deskpro Legacy - تعليقات (0) - Ben Henley - 2023-08-31

: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

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

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

<code>user.email_subjects.remind_unresolved_final_subject</code>	REMINDER: {{ticket.subject}}	REMINDER: {{ticket.subject}}	REMINDER: {{subject}}
<code>user.email_subjects.remind_unresolved_subject</code>	REMINDER: {{ticket.subject}}	REMINDER: {{ticket.subject}}	REMINDER: {{subject}}
<code>user.email_subjects.ticket-rate</code>	Rate your support	Rate your support	Rate your support

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

The Awaiting User status means the ticket is waiting for the user to reply.

You currently have 1 tickets awaiting user.

☒ After ticket has been awaiting user for

☒ Send User Email [edit template](#)

Send the user an email when they have left their ticket open for some time. Typically this

.4 Edit the subject of the template to be

```
{{ {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 })}  
{
```