

Sending different auto-responses based on email address

Deskpro Legacy - (٠) تعليقات - Ben Henley - 2023-08-31

Using triggers, you can customize the auto-response when a user submits a new email .ticket, based on which of your incoming email accounts they used

For example, let's suppose you want to send a different response to users who email your sales@example.com account, perhaps offering them a free trial. You will define a new email .template for the custom response

You don't want the user to get the default auto-response as well as your custom .1 response, so go to **Admin > Tickets > New Ticket Triggers > Send auto-reply confirmation to user**, and **Add Criteria**: select **Email Account / is not / sales@example.com**

.2 Go to **Admin > Tickets > New Ticket Triggers** and click **Add New Trigger**

.3 Click **Add Criteria**, select **Email Account / is / sales@example.com**

.4 Add a new **Send User Email** action. If you haven't created one yet, you can create .one now by selecting the **Create new template** option

If you chose to create a new template, you will be redirected to the template editor where .you can enter a new email