

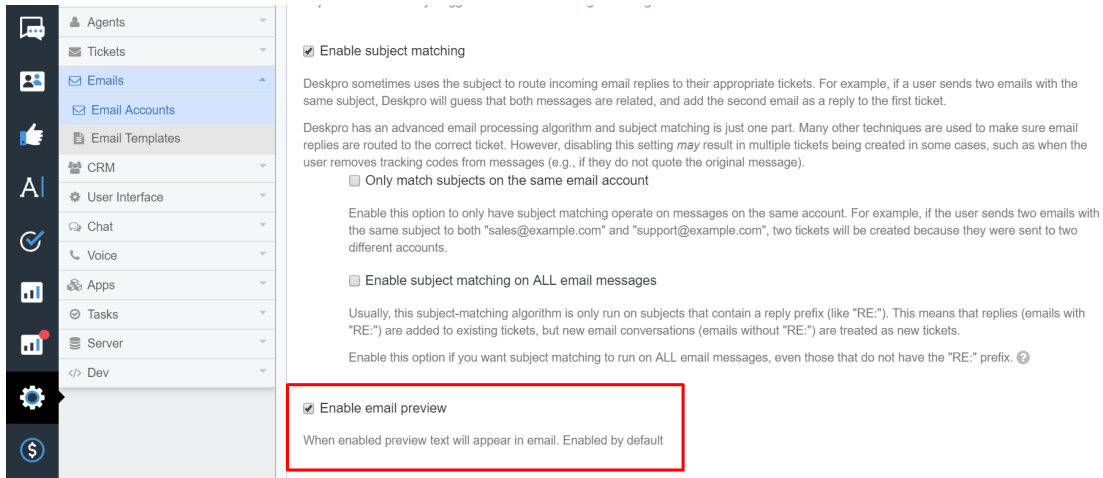
## (Setting to disable email preview text (5.2

Product - [تعليقات \(0\)](#) - Lauren Cumming - 2017-03-13

We have added a setting that allows you to disable email preview text. Many email clients will show you a preview of email contents (e.g Outlook and Gmail). Enable this option to enable smart preview text so your client will show proper message contents. Without this your email client might not be able to show accurate previews.

Disable this feature if you don't want this information being shown via email. You can find this setting under

**.Admin > Tickets > Email Accounts > Advanced Settings**



The screenshot shows the Deskpro Admin interface. On the left is a sidebar with a menu containing: Agents, Tickets, Emails (selected), Email Accounts, Email Templates, CRM, User Interface, Chat, Voice, Apps, Tasks, Server, and Dev. The main content area is titled 'Advanced Settings' and contains several settings. The 'Enable email preview' setting is highlighted with a red box. It is a checkbox that is checked, with the text 'When enabled preview text will appear in email. Enabled by default' below it. Other settings visible include 'Enable subject matching' (checked), 'Only match subjects on the same email account' (unchecked), and 'Enable subject matching on ALL email messages' (unchecked).

☒ Enable email preview

When enabled preview text will appear in email. Enabled by default