

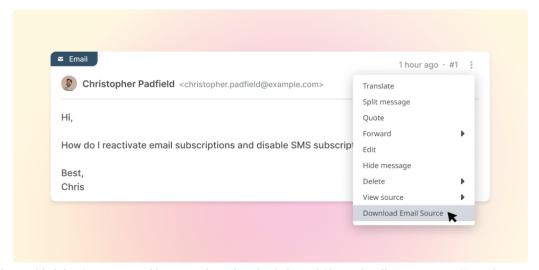
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You can now download emails from a User's ticket

Lara Proud - 2022-09-13 - يعليقات (٠) - Lara Proud

You can now download emails by clicking on a User's email in the ticket thread and downloading it as a .eml file; .we added this to make it easier to save specific messages or threads

.You can do this by clicking on the [] menu on the ticket and clicking Download Email Source



We have added this feature to enable you to share downloaded email files with colleagues more efficiently or to store them on your computer for future reference or protection if needed