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How do I automatically separate email that's forwarded into a single inbox?
Sean Kerwin - 2023-09-13 - Comments (0) - Using Deskpro
If you have a single email inbox connected to Deskpro using IMAP with two aliases that both forward emails to the inbox it is possible for emails from those aliases to be separated. For each alias, create a New Ticket trigger (Admin > Business Rules > Triggers) based on the To: address:

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Use the Trigger actions to distinguish the tickets from the two different addresses: for example, assign them to different departments or teams, or apply different labels.

To include emails that have been CC'd to one of the aliases, you should add an or condition that checks the CC'd Address to each action.

Emails that are BCC'd do not usually have the address to which they were BCC'd in the headers: however, on some servers, this may be stored in a header such as Delivered-To: In that case, you can use a condition that checks the Email Header.

