Deskpro

Automatic Replies Collecting Feedback

- MS Mike Sheldon
- **Navn på forum:** #Feature Request

Referencing this article

https://support.deskpro.com/en/kb/articles/automatic-replies-added-as-a-note

Is there a way to configure this? We get different variations of subject lines and it would be nice to be able to configure additional ones.

Kommentarer (3)

MW **Michael W.**
6 år siden
I agree with that. Microsoft localizes those strings, so replies from german outlook clients start with "Automatische Antwort: "
MW **Matthew Wray**
6 år siden
Hi Mike - you can't define this at the moment but I agree that would be a useful feature. The article you reference has recently been updated to specify the codes that are currently looked for if you're interested:
https://support.deskpro.com/en/kb/articles/why-are-some-automatic-replies-added-as-an-internal-note
Joël Messas
4 år siden
This is great, but really needed in multiple languages ! French for me !