How to Mark an Email as High Importance in Deskpro

Kim - 2024-09-18 - [Kommentarer (0)](#) - [Using Deskpro](#)

When a user sends you an email marked as high importance in Outlook, you might want to see that reflected in Deskpro. To do this, follow these steps:

1. **Create a 'High Importance' Label:**

   - Navigate to **Admin > Ticket Structure > Ticket Labels > + New.**

   - Create a new label and name it "High Importance".

   - Assign it a red colour to match the visual cue used in Outlook.

2. **Create a New Ticket Trigger:**

   - Go to **Admin > Business Rules > Triggers > New Ticket Triggers > + New**.

   - Give it a recognizable title, like '**Add High Importance Label**.'

   - Set the criteria as follows: **Email header > Importance > is > high**.

   - The action should be: **Add labels > High importance**.

This will ensure that any incoming email marked as high importance is automatically labelled in Deskpro.

Once set up, the label will be applied to emails marked with high importance, making them easy to identify, as shown in this example:

Immediate Attention Required

JD Jane Doe
To: contact@nexgen.deskpro.com
Tue 9/17/2024 5:50 PM

❗ **High importance**

Hi there,

We have detected an issue with your account that requires your prompt attention. Please review your account details and take the necessary action to resolve this matter as soon as possible.

If you need assistance or have any questions, please contact our support team immediately.

Thank you for your cooperation.

Sincerely,

Jane

↩ Reply   ↗ Forward

Sending an Email Marked as High Importance from Deskpro

If you need to send an email marked as high importance, you can modify the "Send user new reply from agent" trigger:

1. **Adjust the Original Trigger:**

   - Go to **Admin > Business Rules > Triggers > New Reply Triggers > Send user new reply from agent**.

   - Add an extra criterion: **Labels > does not contain > High importance**.

   This ensures the trigger won't run if the "High Importance" label is already added to the ticket.

2. **Create a Copy of the Trigger for High Importance Emails:**

   - Copy the existing trigger and adjust the criteria to: **Labels > contains > High importance**.

   - In the action, set a header to add: **Importance | high.**

   Now, when you apply the "High Importance" label and reply to the email, it will include the high importance flag in Outlook:

   ③ Criteria
   The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When	the following conditions are met:		
	Agent message ▾	exists ▾	🗑 +
And	Labels ▾	contains ▾	High importance! ✕ ▾ 🗑 +

With these steps, Deskpro allows you to effectively manage and send high-importance emails.