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How do I view the email source for a ticket message?

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Sometimes it is useful to view the raw message source for a ticket message that arrived via email. Deskpro keeps a copy of raw message sources, which you can view from the agent interface.

Load the ticket in the agent interface and find the message you want to view.

Click on three dots in the right hand corner of the ticket, then hover over **view source**.

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A EMAIL	Jur	n 2, 2023, 4:37 PM #1	:
To: 🕼 Hannah Scott (hannah.scott@deskpro.co.uk)		Translate	
Cc (1): Hannah S (hannah.rebekah.scott@gmail.com) O		Create linked ticket	
Hi, there has been a chance to the policy please complete the attached for		Quote	
		Forward	•
Kind regards,		Edit	
Hannah		Delete	F I
	View headers	View source	•
	View source	Set as note	
	Download email source		

From here, you have the option to view the source or download email source straight away.