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New Email Templates

2020-07-19 - Emily Booth - [Kommentare \(0\)](#) - [Product](#)

We are extremely pleased to announce the release of our new email templates and improved template editor which introduces many features that make it easier to customize your email templates.

What are the main improvements?

- Email preview will allow you to review the design of your emails live as you customize them.
- Send test email mechanism to make it easier to check your emails before using them in production.
- Variables are listed in a menu, so variable options can be easily seen and added to templates.
- Phrases are also listed in a menu to easily re-use/insert default email phrases or add custom phrases at the same time as editing your templates.
- Media function to make it easier to upload and insert images and attachments into email templates.
- Easily customize or add translations for specific phrases within the template editor.
- Sub-template editing.
- Option to copy from an existing template when creating a new custom template.

The screenshot shows the Desktop template editor interface. At the top, there are dropdown menus for 'Agent Emails' and 'English', and a '+ New Template' button. Below this is a search bar with the placeholder 'New Ticket Notification'. The main area is divided into two sections: 'Email subject' and 'Email'. The 'Email subject' section contains the following code:

```
1 {{> if ticket.agent.id and ticket.agent.id == recipient.id }}  
2 {{> [ticket.id] NEW TICKET + ASSIGNED }} {{> [ticket.subject] }}  
3 {{> else }} recipient.id {{> ticket.agent.team.agents }}  
4 {{> else }} recipient.id {{> ticket - assigned }} {{> [ticket.subject] }}  
5 {{> else }}  
6 {{> [ticket.id] NEW TICKET }} {{> [ticket.subject] }}  
7 {{> endif }}
```

The 'Email' section contains the following code:

```
1 {{> set_tpvar('agent_notification_footer', 'ticket-notify') }}  
2 {{> set_tpvar('agent_reply_above_line', true) }}  
3 <head>  
4 <head>  
5 {{> blocks:resources.html.twig }}  
6 </head>  
7 <body>  
8 {{> let message = ticket_messages|first }}  
9 {{> emails_common_email_code_top.html.twig }}  
10  
11 {{> blocks:header.html.twig }}  
12  
13 {{> if message.person.is_agent }}  
14 {{> emails_common:ticket_message_agent.html.twig }}  
15 {{> else }}  
16 {{> emails_common:ticket_message.html.twig }}  
17 {{> endif }}  
18  
19 <br /><br />  
20  
21 <h2>{{> ticket }}  
22  
23 {{> [name] }} created a new ticket  
24  
25 {{> if app.getSetting('voice_email_attach_recording') }}  
26 {{> recordingurl = get_full_recording_url(ticket) }}  
27 {{> if recordingurl }}  
28 {{> <a href="#"> click here to listen to the call recording:<br /> }}  
29 {{> <a href="#"> recordingurl }} {{> recordingurl }} {{> /a> }}<br />
```

At the bottom of the editor are 'Save changes' and 'Undo changes' buttons, and a 'Reset template' button. To the right of the editor is a preview window titled 'Ticket' showing a test email. The email is addressed to 'From' and 'To' (both empty). The subject is 'REPLY ABOVE [Help] =='. The body of the email contains a reply message from Alice to the Queen, followed by a note from the Queen. The preview window also shows a list of ticket details: ID (1), Ref (DEMO-1), Ticket Starter (Scott Jordan), CC's (Linwood Collier, Barbara Reichel, Rowland Skiles), Status (Resolved), Agent (Lee Christensen), Team (Support), Department (Widgets), Widget Type (The chief), and a long description about Alice and the Queen.

How can I implement the new templates?

In order to enable the new email templates, you should first update to version 2020.2. On-premise customers can update immediately. For Cloud customers, the update will be rolled out to you in the coming weeks.

Once you have updated, we recommend that you [read this article](#) which will walk you through the necessary steps to enable the new templates. Please be aware that there some time may be needed to update and convert any custom email templates once the new email templates have been enabled.

For more general information on the new email templates, we have a guide [available here](#).