The ability to 'enable subject matching' on specified domains only
Collecting Feedback

- Ozan Can Gogus | Eclit
- **Όνομα φόρουμ:** #Feature Request

For the 'enable subject matching on ALL email messages', we would like the ability to choose specific domains instead of having the setting apply to all emails in the helpdesk.

☐ Enable subject matching on ALL email messages

Usually, this subject-matching algorithm is only run on subjects that contain a reply prefix (like "RE:"). This means that replies (emails with "RE:") are added to existing tickets, but new email conversations (emails without "RE:") are treated as new tickets.

Enable this option if you want subject matching to run on ALL email messages, even those that do not have the "RE:" prefix. ⓘ