



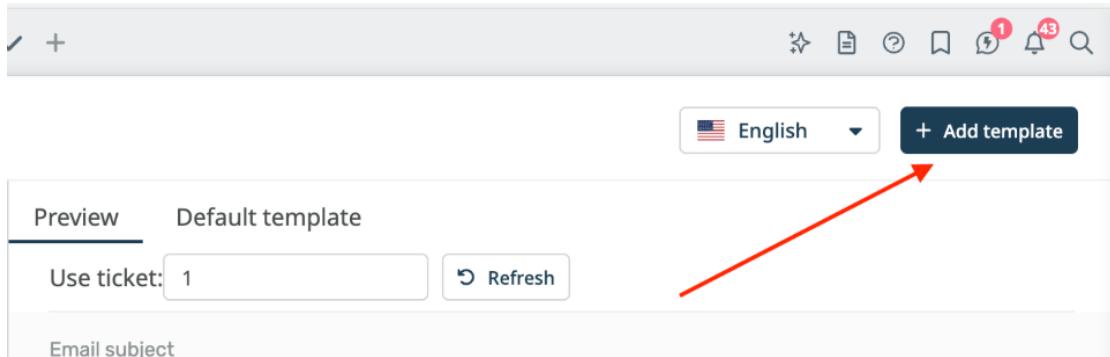
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How do I automatically tell users who submit tickets by email to use the Help Center?

Russell Chappell - 2023-09-13 - [Σχόλια \(0\)](#) - [Admin](#)

If you want your users to submit tickets through the Help Center (so they have to set a category or fill in specific fields, etc.). But you find that a lot of your users are starting to send in new tickets by email, bypassing the Help Center. You can set up a **New Reply Trigger** and **Custom Email Template** to automatically reject email tickets and ask users to submit via the Help Center instead.

To start you need to create an email template, go to **Admin > Channels > Emails > Template** and click on the add template button.



The screenshot shows the Deskpro Admin interface with the 'Emails > Template' page open. At the top, there are several icons: a star, a document, a refresh, a bookmark, a notification with '1' (red), a bell with '43' (red), and a search icon. Below the header, there is a language dropdown set to 'English' and a 'Add template' button. A red arrow points to the 'Add template' button. The main area has tabs for 'Preview' and 'Default template', with 'Default template' selected. Below the tabs, there is a 'Use ticket:' input field containing '1', a 'Refresh' button, and an 'Email subject' input field.

Here's an example template:

Subject:

```
{{ phrase('user.email_subjects.tickets_re') }}
```

Body:

```
<html>
<head>
    {% include 'SendmailBundle:blocks:resources.html.twig' %}
</head>
<body>
    {% include 'SendmailBundle:emails_common:email_code_top.html.twig' %}
    {% include 'SendmailBundle:blocks:header.html.twig' %}

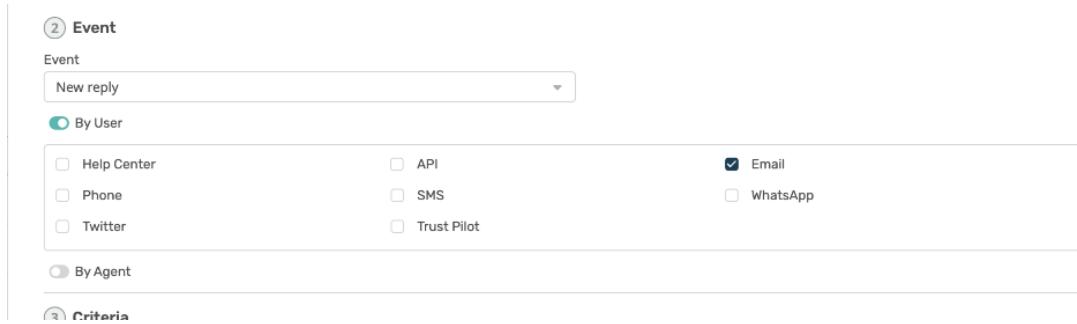
    <p>Please note that all support requests must be submitted through <a href="{{ url_full('user_tickets_new') }}>our Help Center contact form</a>.</p>
    <p>No ticket has been created for your issue and this email has not been read by our agents. Once you have submitted your request through the Help Center, you will be able to correspond with our agents by email as usual.</p>

    {% include 'SendmailBundle:blocks:footer.html.twig' %}
    {% include 'SendmailBundle:emails_common:email_code_bottom.html.twig' %}
</body>
```

`{{ phrase('user.email_subjects.tickets_re') }}` just inserts the subject of the original email with "Re:" on the front, and `{{ url_full('user_tickets_new') }}` is the URL of the Contact Us section of the Help Center.

Save the new template.

Next, go to **Admin > Business Rules > Triggers** and create the new reply trigger. We only want it to run when a *user* submits a ticket via *email*, so we use these **Event** settings:



2 Event

Event

New reply

By User

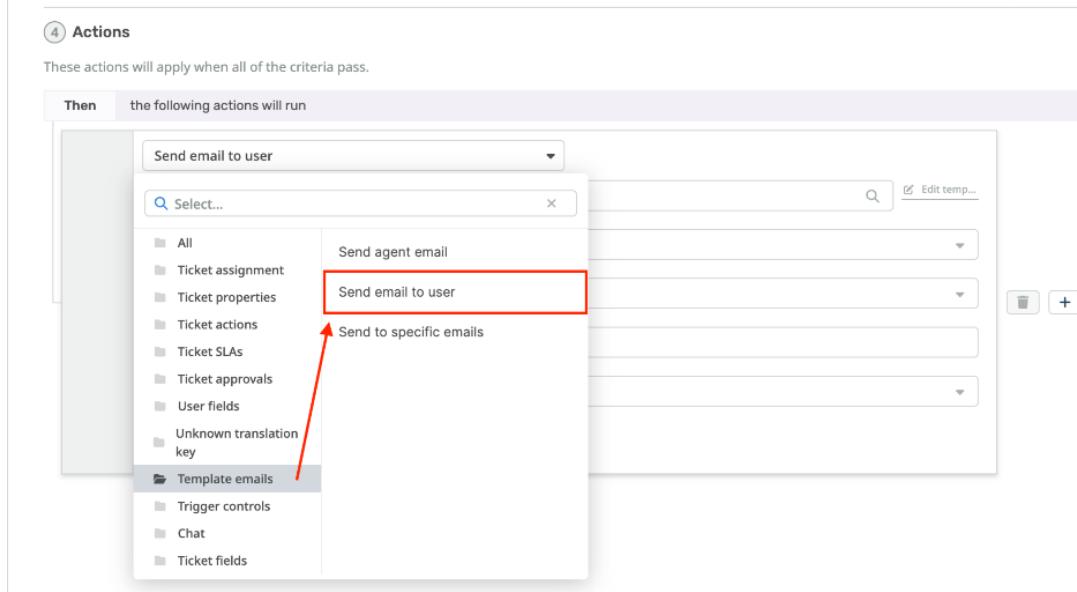
Help Center API Email
 Phone SMS WhatsApp
 Twitter Trust Pilot

By Agent

Criteria

We want to send an auto-response telling the user that they have to go to the Help Center.

Change the default action to **Template Emails > Send Email to User**. Select **Create a new template** and select the template you created earlier:



4 Actions

These actions will apply when all of the criteria pass.

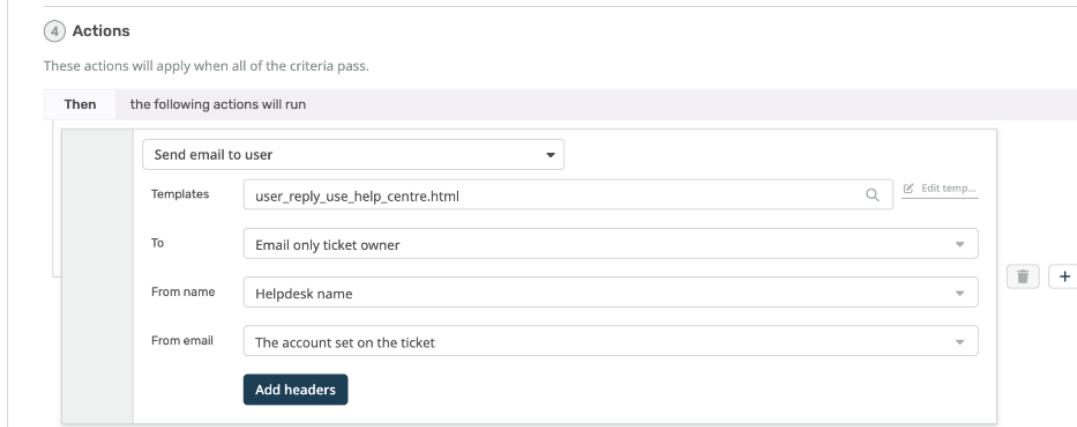
Then the following actions will run

Send email to user

Select... Edit temp...

All
Ticket assignment
Ticket properties
Ticket actions
Ticket SLAs
Ticket approvals
User fields
Unknown translation key
Template emails **Send email to user** **Send agent email**
Trigger controls
Chat
Ticket fields

Set the other options for sending the email:



4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run

Send email to user

Templates user_reply_use_help_centre.html Edit temp...

To Email only ticket owner

From name Helpdesk name

From email The account set on the ticket

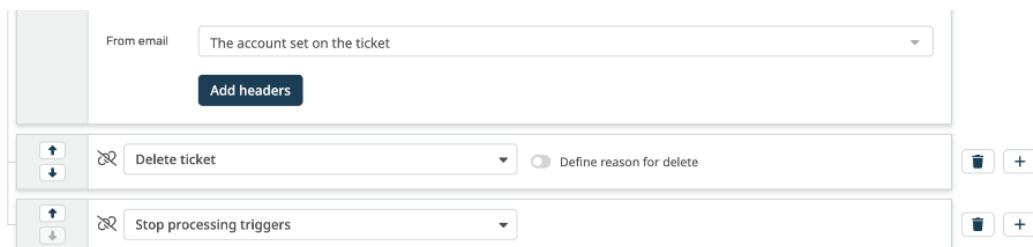
Add headers

It's probably best to email just the ticket owner and not anyone who was CC'd, otherwise everybody on the original email might try to submit a ticket for the same issue.

Now we've told the user to submit via the Help Center, we want to get rid of the ticket that was created by their email.

This is easy; just add a **Ticket Actions > Delete Ticket** action.

Once the trigger runs, we don't want any other triggers to run afterward, so we can add a **Trigger Controls > Stop Processing Triggers** action.



The trigger is complete. Click **Create**.

Now it's important to drag the trigger to the top of the trigger list, so it runs before any other triggers.

	Title		ID
<input type="checkbox"/>	Send agent notifications		2
<input type="checkbox"/>	Send auto-reply confirmation to user		6
<input type="checkbox"/>	Send user new reply from agent		7
<input type="checkbox"/>	Assign self when replying by email		8
<input type="checkbox"/>	New User Reply from Help Center		74
<input type="checkbox"/>	SMS notification		69
<input type="checkbox"/>	Reply to user, use Help Center		

After:

New Ticket Triggers		New Reply Triggers	Ticket Update Triggers	
<input type="checkbox"/>	Title			ID
<input type="checkbox"/>	 Reply to user, use Help Center			77
<input type="checkbox"/>	 Send agent notifications			2
<input type="checkbox"/>	 Send auto-reply confirmation to user			6
<input type="checkbox"/>	 Send user new reply from agent			7
<input type="checkbox"/>	 Assign self when replying by email			8
<input type="checkbox"/>	 New User Reply from Help Center			74
<input type="checkbox"/>	 SMS notification			69