

## How do I enable plain text ticket notification emails?

Ben Henley - 2023-08-16 - Σχόλια (0) - Agent

### **Question:**

I'm receiving HTML-only ticket notification emails from Deskpro, but I prefer plain text. How can I enable this?

### **Answer:**

In the agent interface, go to **Preferences** under the agent avatar at the top right.

Under your email address, check **Send email notifications with plaintext parts.**