Remove links to attachments in ticket emails

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Go to Admin > Channels > Email > Settings > Disable attachment permalink list
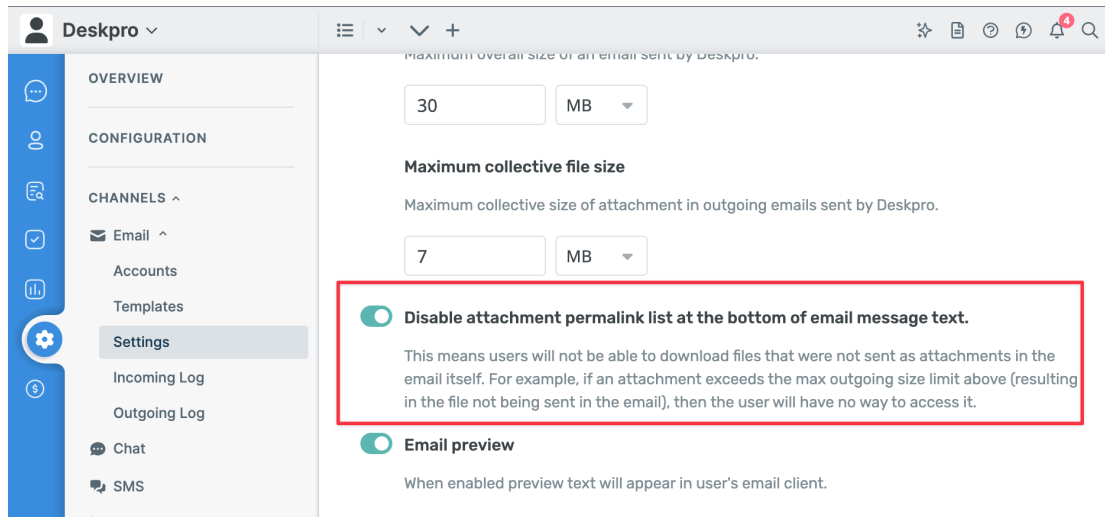
Warning

Note that if you disable links to file attachments, then for a user to receive an attachment, it must be small enough to send as a normal email attachment. The max filesize of attachments is defined under Admin > Channels > Email > Settings > "Maximum collective file size" and "Maximum email size".