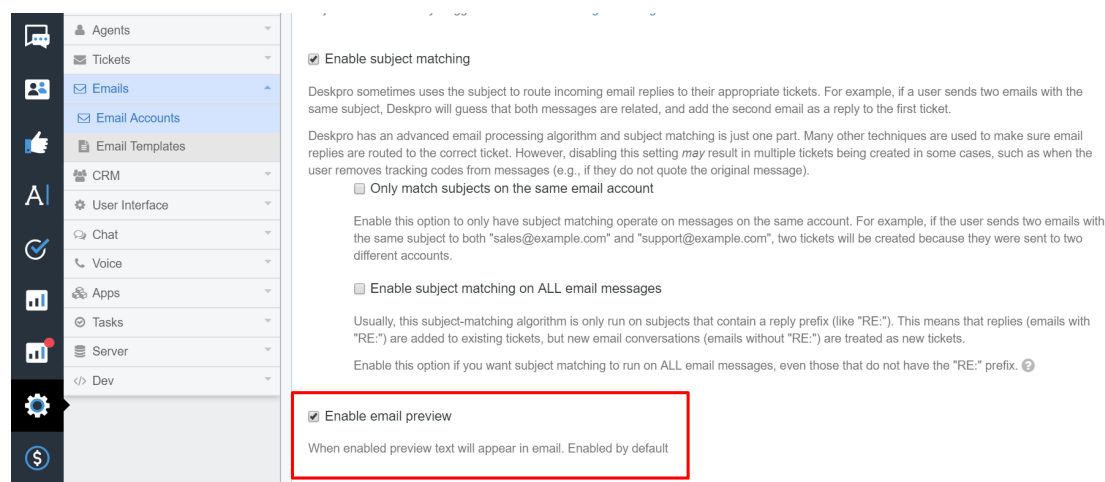


Setting to disable email preview text (5.2)

2017-03-13 - Lauren Cumming - [Σχόλια \(0\)](#) - [Product](#)

We have added a setting that allows you to disable email preview text. Many email clients will show you a preview of email contents (e.g Outlook and Gmail). Enable this option to enable smart preview text so your client will show proper message contents. Without this your email client might not be able to show accurate previews. Disable this feature if you don't want this information being shown via email. You can find this setting under

Admin > Tickets > Email Accounts > Advanced Settings.



The screenshot shows the Deskpro Admin interface. On the left is a sidebar with navigation links: Agents, Tickets, Emails, Email Accounts, Email Templates, CRM, User Interface, Chat, Voice, Apps, Tasks, Server, and Dev. The 'Emails' section is expanded, and 'Email Accounts' is selected. The main content area displays the 'Advanced Settings' for email accounts. It includes a section for 'Enable subject matching' with explanatory text and two sub-options: 'Only match subjects on the same email account' and 'Enable subject matching on ALL email messages'. Below this, the 'Enable email preview' setting is highlighted with a red box. It is a checkbox that is checked, with the text 'When enabled preview text will appear in email. Enabled by default' below it.

☒ Enable subject matching

Deskpro sometimes uses the subject to route incoming email replies to their appropriate tickets. For example, if a user sends two emails with the same subject, Deskpro will guess that both messages are related, and add the second email as a reply to the first ticket.

Deskpro has an advanced email processing algorithm and subject matching is just one part. Many other techniques are used to make sure email replies are routed to the correct ticket. However, disabling this setting *may* result in multiple tickets being created in some cases, such as when the user removes tracking codes from messages (e.g., if they do not quote the original message).

☐ Only match subjects on the same email account

Enable this option to only have subject matching operate on messages on the same account. For example, if the user sends two emails with the same subject to both "sales@example.com" and "support@example.com", two tickets will be created because they were sent to two different accounts.

☐ 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. [?](#)

☒ Enable email preview

When enabled preview text will appear in email. Enabled by default