Email direct to ticket Collecting Feedback

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- **Forum name:** #Feature Request

We currently have a number of powershell scripts that are used by helpdesk agents to perform certain tasks.

Previously, on completion, these tasks would send an email of the results to our support mailbox with the ticket id in a specific format ("Re: [Request ID :##123456##]") and the email would be automatically added to ticket 123456.

Is it possible to create a specific flag to force the ticket import as a reply?