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Notifications for blocked attachments Collecting Feedback

- J Jeroen
- **Forum name:** #Feature Request

In Deskpro you can limit the types of files users are allowed to attach to emails into the system.

However if they send in an email with a banned attachment type, the email will still be processed normally as a ticket but the attachment will be stripped out.

The user does not get a notification about this and it is not indicated in the agent interface that this has occurred.

Therefore it would be helpful if there was some kind of email notification to the user to indicate this has taken place.

It would also be helpful to show that this has occurred to the agent as well (perhaps adding a note to the ticket or simply showing it in the ticket log).

Comment (1)

Javier Casares

11 months ago

So, currently there is no way to know if an attachment was stripped? :-/ It is quite an essential feature, I would say.