

<u>Knowledge Base</u> > <u>Using Deskpro</u> > <u>How to Mark an Email as High Importance in Deskpro</u>

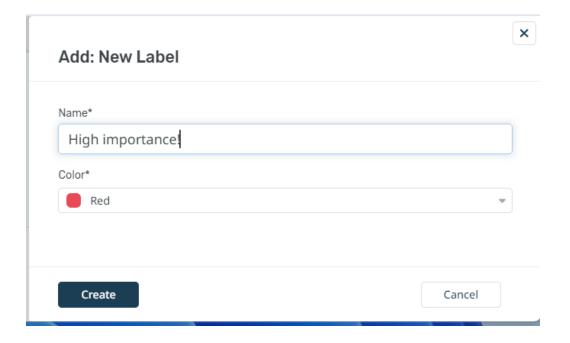
How to Mark an Email as High Importance in Deskpro

Kim - 2024-09-18 - Comments (0) - Using Deskpro

When a user sends you an email marked as high importance in Outlook, you might want to see that reflected in Deskpro. To do this, follow these steps:

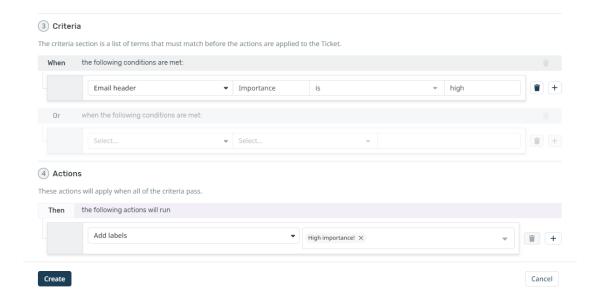
1. Create a 'High Importance' Label:

- Navigate to Admin > Ticket Structure > Ticket Labels > + New.
- o Create a new label and name it "High Importance".
- o Assign it a red colour to match the visual cue used in Outlook.



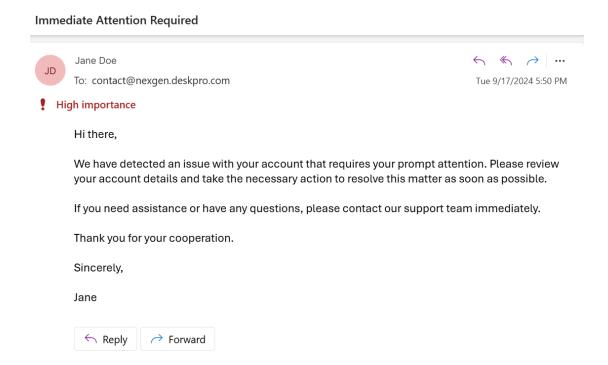
2. Create a New Ticket Trigger:

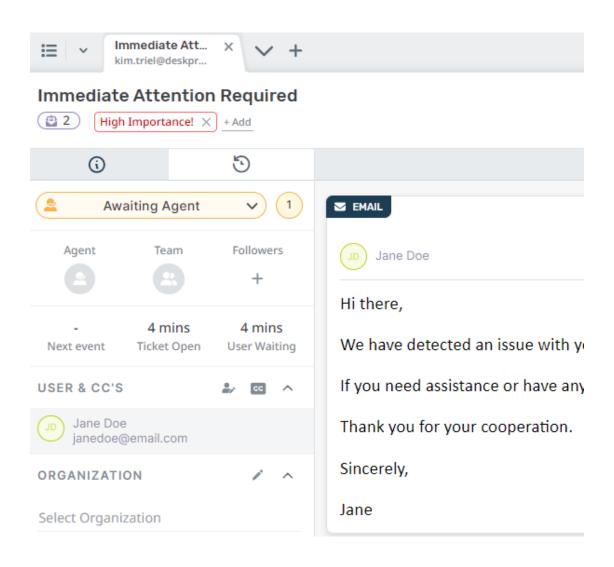
- \circ Go to Admin > Business Rules > Triggers > New Ticket Triggers > + New.
- $\circ~$ Give it a recognizable title, like 'Add High Importance Label.'
- \circ Set the criteria as follows: **Email header > Importance > is > high**.
- The action should be: Add labels > High importance.



This will ensure that any incoming email marked as high importance is automatically labelled in Deskpro.

Once set up, the label will be applied to emails marked with high importance, making them easy to identify, as shown in this example:





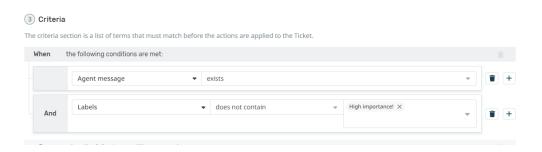
Sending an Email Marked as High Importance from Deskpro

If you need to send an email marked as high importance, you can modify the "Send user new reply from agent" trigger:

1. Adjust the Original Trigger:

- $\circ~$ Go to Admin > Business Rules > Triggers > New Reply Triggers > Send user new reply from agent.
- \circ Add an extra criterion: Labels > does not contain > High importance.

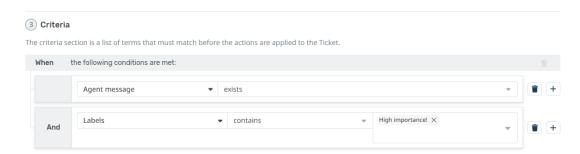
This ensures the trigger won't run if the "High Importance" label is already added to the ticket.



2. Create a Copy of the Trigger for High Importance Emails:

- $\circ~$ Copy the existing trigger and adjust the criteria to: Labels > contains > High importance.
- $\circ~$ In the action, set a header to add: Importance | high.

Now, when you apply the "High Importance" label and reply to the email, it will include the high importance flag in Outlook:



With these steps, Deskpro allows you to effectively manage and send high-importance emails.