You can now download emails from a User's ticket

2022-09-13 - Lara Proud - [Comments (0)](#) - [Product (Agent)](#)

You can now download emails by clicking on a User's email in the ticket thread and downloading it as a .eml file; we added this to make it easier to save specific messages or threads.

You can do this by clicking on the ⬚ menu on the ticket and clicking **Download Email Source**.
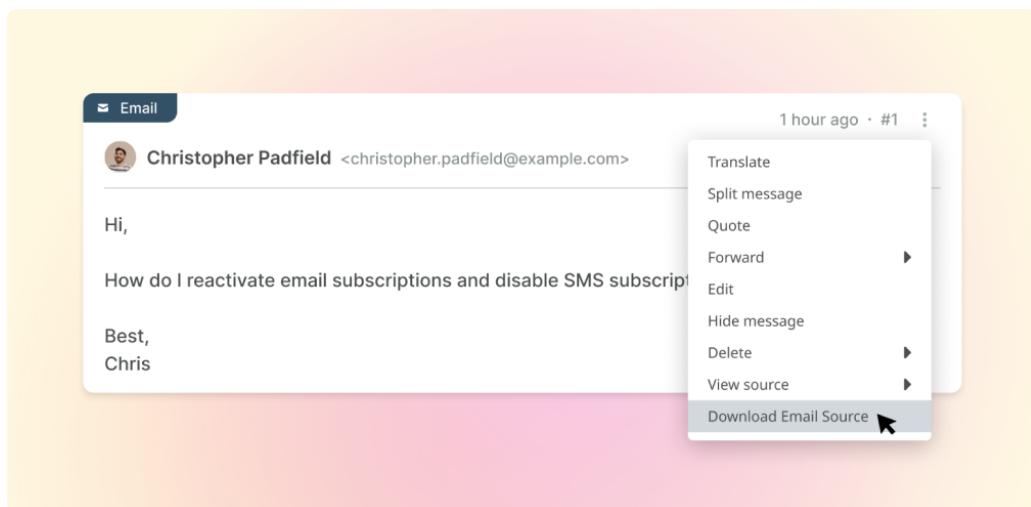
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