



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**.
- Create a new label and name it "High Importance".
- Assign it a red colour to match the visual cue used in Outlook.

The screenshot shows a modal dialog titled "Add: New Label". It has a "Name*" field containing "High importance", a "Color*" dropdown showing "Red" (with a red square icon), and a "Create" button at the bottom. The dialog has an "X" button in the top right corner.

2. Create a New Ticket Trigger:

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

③ Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Email header	Importance	is	high		
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Or when the following conditions are met:

Select...	Select...		
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④ Actions

These actions will apply when all of the criteria pass.

Then the following actions will run:

Add labels	High importance!		
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Create **Cancel**

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:

Immediate Attention Required

 Jane Doe    ...
To: contact@nexgen.deskpro.com Tue 9/17/2024 5:50 PM

! High importance

Hi there,

We have detected an issue with your account that requires your prompt attention. Please review your account details and take the necessary action to resolve this matter as soon as possible.

If you need assistance or have any questions, please contact our support team immediately.

Thank you for your cooperation.

Sincerely,

Jane

 Reply

 Forward

The screenshot shows the Deskpro interface for an 'Immediate Attention Required' ticket. The ticket details are as follows:

- Labels:** High Importance!
- Agent:** Awaiting Agent
- Team:** -
- Followers:** 1
- Next event:** 4 mins
- Ticket Open:** 4 mins
- User Waiting:** -
- USER & CC'S:** Jane Doe (janedoe@email.com)
- ORGANIZATION:** Select Organization

The right side of the interface shows an email template to 'Jane Doe' (JD) with the following content:

Hi there,
We have detected an issue with your ticket.
If you need assistance or have any questions, please don't hesitate to contact us.
Thank you for your cooperation.
Sincerely,
Jane

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:

- Go to **Admin > Business Rules > Triggers > New Reply Triggers > Send user new reply from agent**.
- 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.

③ Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

The 'Criteria' section is configured with the following conditions:

- When:** the following conditions are met:
 - Agent message exists
- And:** Labels does not contain High importance!

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

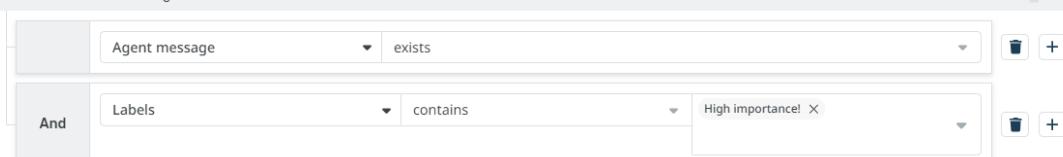
- o Copy the existing trigger and adjust the criteria to: **Labels > contains > High importance**.
- o In the action, set a header to add: **Importance | high**.

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

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:



The screenshot shows the 'Criteria' section of a trigger configuration. It consists of two main conditions: 1) 'Agent message exists' (under 'When') and 2) 'Labels contains High importance!' (under 'And'). Each condition has a dropdown menu for selecting the field and an operator ('exists' or 'contains'), and a text input for the value ('High importance!'). There are also delete and add buttons for each condition.

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