

## I'm having trouble with the subject of reminder emails

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### Question:

We've configured our helpdesk to send reminder emails to users if a ticket is in the awaiting user status for 1 week (using the default template). When the helpdesk sends the email the subject is always "REMINDER: {{ticket.subject}}" instead of using the actual subject.

### Answer:

To fix this:

1. In **Setup > Languages**, select your language and click **Edit Phrases**.
2. Under **User Interface Phrases > Email Subjects**, edit the Custom Phrase column of *user.email\_subjects.remind\_unresolved\_subject* and *user.email\_subjects.remind\_unresolved\_final\_subject* and enter "REMINDER: {{subject}}".

|                                                                                 |                              |                              |                       |
|---------------------------------------------------------------------------------|------------------------------|------------------------------|-----------------------|
| <div>user.email_subjects.remind_unresolved_final_subject</div> <div>Reset</div> | REMINDER: {{ticket.subject}} | REMINDER: {{ticket.subject}} | REMINDER: {{subject}} |
| <div>user.email_subjects.remind_unresolved_subject</div> <div>Reset</div>       | REMINDER: {{ticket.subject}} | REMINDER: {{ticket.subject}} | REMINDER: {{subject}} |
| user.email_subjects.ticket-rate                                                 | Rate your support            | Rate your support            | Rate your support     |

3. Go to **Tickets > Statuses > Awaiting User**, and click **Edit template**.

The Awaiting User status means the ticket is waiting for the user to reply.

You currently have 1 tickets awaiting user.

☒ After ticket has been awaiting user for

1

weeks

☒ Send User Email

Warn about awaiting ticket

edit template

➕ Action

Send the user an email when they have left their ticket open for some time. Typically this

4. Edit the subject of the template to be:

```
{{ phrase('user.email_subjects.remind_unresolved_subject', {subject: ticket.subject}) }}
```

5. If you have enabled the second warning, repeat steps 3 and 4 for the **Final warn about awaiting ticket** template, changing the subject to be:

```
{{ phrase('user.email_subjects.remind_unresolved_final_subject', {subject: ticket.subject})
}}
```