Updating to the New Email Templates Editor

Emily Booth - 2023-05-25 - Comments (0) - Deskpro Legacy

When updating to the new Email Templates editor, you will first need to head to Admin > Dashboard to Enable the feature:

When viewing the 'Email Templates (legacy)' page, you will be able to see a list of custom templates that will need to be manually updated, in addition to any triggers or defaults the template is used for. It may also state if a template is unused, and is safe to delete if you no longer use it.

When converting a custom template and converting the subject, you will notice this is shown wrapped in <dp:subject> </dp:subject> and this wrapping is unnecessary so can be removed when moving into the subject field: