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New Feature: Better Email Previews on Mobile Devices

2015-07-24 - Ben Henley - [Comments \(0\)](#) - [Product](#)

Do you check your DeskPRO email notifications on a smartphone or tablet? If so, you've probably noticed that the message previews you get aren't very informative.

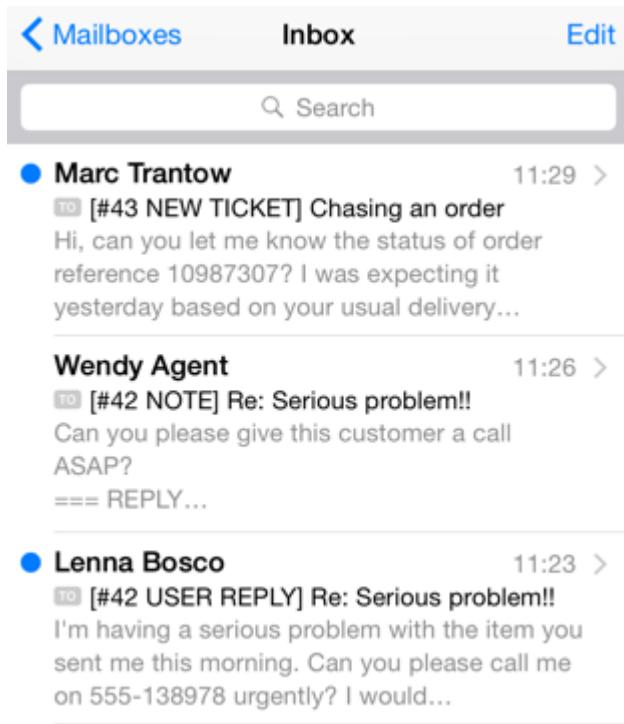
On most mobile devices, the previews come out something like this:

The screenshot shows an iPhone Mail inbox with three messages listed:

- Marc Trantow** (11:29) - **[#43 NEW TICKET] Chasing an order**
TO: [#43 NEW TICKET] Chasing an order
==== REPLY
ABOVE [Help] ====
--- Your reply will be added as a private agent...
- Wendy Agent** (11:26) - **[#42 NOTE] Re: Serious problem!!**
TO: [#42 NOTE] Re: Serious problem!!
==== REPLY
ABOVE [Help] ====
--- Your reply will be added as a private agent...
- Lenna Bosco** (11:23) - **[#42 USER REPLY] Re: Serious problem!!**
TO: [#42 USER REPLY] Re: Serious problem!!
==== REPLY
ABOVE [Help] ====
--- Your reply will be added as a private agent...

REPLY ABOVE, REPLY ABOVE, REPLY ABOVE...

This was bothering us, so we've fixed it. In the next version of DeskPRO, we've tweaked the ticket notification emails so that, on most email apps, you get a preview of the actual message text:



The image is a screenshot of a mobile inbox interface. At the top, there are three tabs: 'Mailboxes' (with a left arrow icon), 'Inbox' (highlighted in blue), and 'Edit'. Below the tabs is a search bar with a magnifying glass icon and the placeholder text 'Search'. The inbox displays three email previews, each with a blue circular icon, the recipient's name, the time sent, and a right-pointing arrow for more options. The first email is from 'Marc Trantow' at 11:29, with the subject '[#43 NEW TICKET] Chasing an order'. The message body starts with 'Hi, can you let me know the status of order reference 10987307? I was expecting it yesterday based on your usual delivery...'. The second email is from 'Wendy Agent' at 11:26, with the subject '[#42 NOTE] Re: Serious problem!!'. The message body asks 'Can you please give this customer a call ASAP? === REPLY...'. The third email is from 'Lenna Bosco' at 11:23, with the subject '[#42 USER REPLY] Re: Serious problem!!'. The message body states 'I'm having a serious problem with the item you sent me this morning. Can you please call me on 555-138978 urgently? I would...'. Each email preview is separated by a thin horizontal line.

- **Marc Trantow** 11:29 >
[#43 NEW TICKET] Chasing an order
Hi, can you let me know the status of order reference 10987307? I was expecting it yesterday based on your usual delivery...
- **Wendy Agent** 11:26 >
[#42 NOTE] Re: Serious problem!!
Can you please give this customer a call ASAP?
==== REPLY...
- **Lenna Bosco** 11:23 >
[#42 USER REPLY] Re: Serious problem!!
I'm having a serious problem with the item you sent me this morning. Can you please call me on 555-138978 urgently? I would...

For a few email apps, like Aquamail, you may need to change a setting to see the previews: see [this article](#) for details.

If you're a Cloud user, you will start seeing the improved previews in the next few days. DeskPRO On-Premise admins, update your helpdesk to the latest version to get this improvement now.