



[Help Center](#) > [Community](#) > [Feature Request](#) > [Better naming of embedded images](#)

Better naming of embedded images Collecting Feedback

- Timo Heil
- **Forum name:** #Feature Request

When a ticket is created through the email gateway and the email's body contains embedded images, these images can be downloaded as "image001.png", "image002.png" and so on.

To avoid collisions when saving them to the local hard drive, it would be highly recommended if the image name contained the ticket-number as well.

Comment (1)

Colin Dunn

6 years ago

Very interesting idea here, I can see this being very useful - for myself as well! We will check into how this can be implemented, and if there are any risks/cons (for example things that may rely on the file names from the backend, which is why they remain the same and are not "corrupted" as it were)