How do I automatically tell users who submit tickets by email to use the Help Center?

Ben Henley - 2023-09-13 - Comentarios (0) - Deskpro Legacy

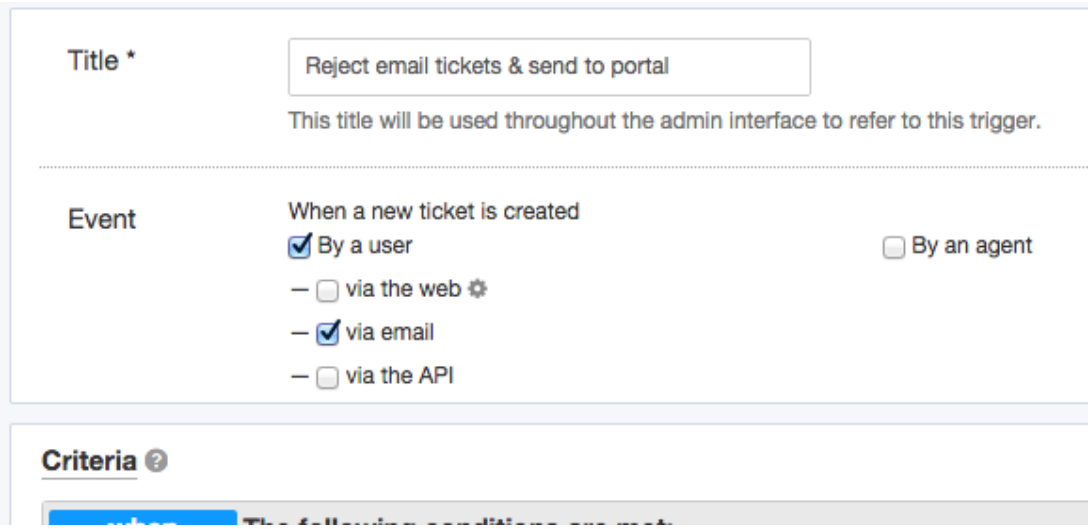
Question:

We want our users to submit tickets through the portal (so they have to set a category etc). A lot of them are starting to send in new tickets by email, bypassing the portal. Is there a way to automatically reject email tickets and ask users to submit via the portal?

Answer:

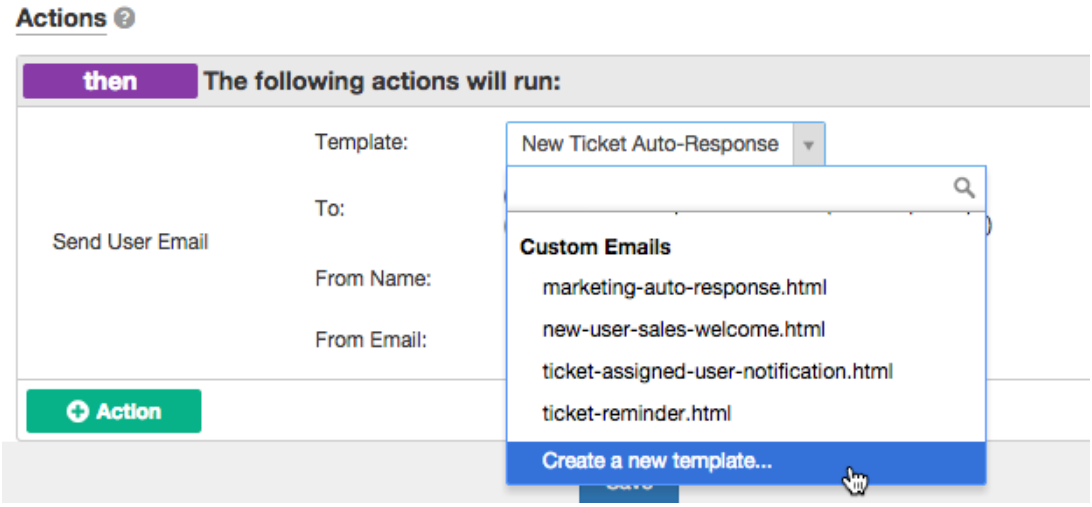
You can set this up using a **New Ticket** trigger.

Go to **Admin > Tickets > New Ticket Triggers** and create the new trigger. We only want it to run when a *user* submits a ticket via *email*, so we use these **Event** settings:



We want to send an auto-response telling the user that they have to go to the portal.

Click the **+ Action** button and add a new **Send User Email** action. Select **Create a new template**.



A window opens for you to add your email template. You can examine the existing templates to see what phrases and variables are available. Here's an example template:

Subject:

```
{{ phrase('user.email_subjects.tickets_re') }}
```

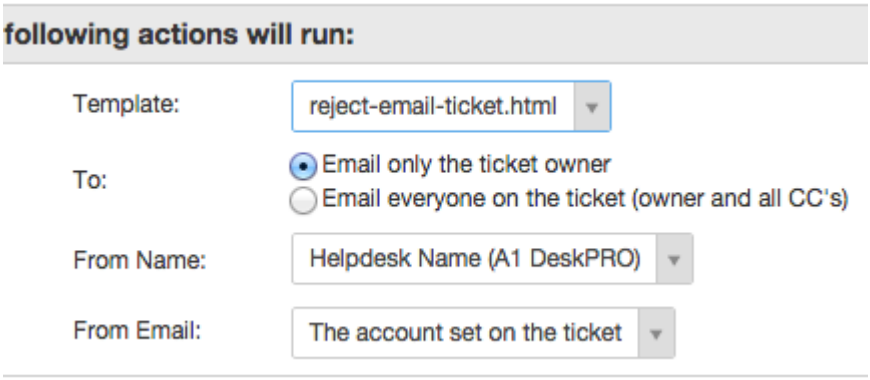
Body:

```
Please note that all support requests must be submitted through <a
href="{{ url_full('user_tickets_new') }}">our portal contact
form</a>.<br/>

No ticket has been created for your issue and this email has not been
read by our agents. Once you have submitted your request through the
portal, you will be able to correspond with our agents by email as
usual.
```

{{ phrase('user.email_subjects.tickets_re') }} just inserts the subject of the original email with "Re:" on the front, and *{{ url_full('user_tickets_new') }}* is the URL of the Contact Us section of the portal.

Save the new template and make sure it is selected for the action. Set the other options for sending the email:

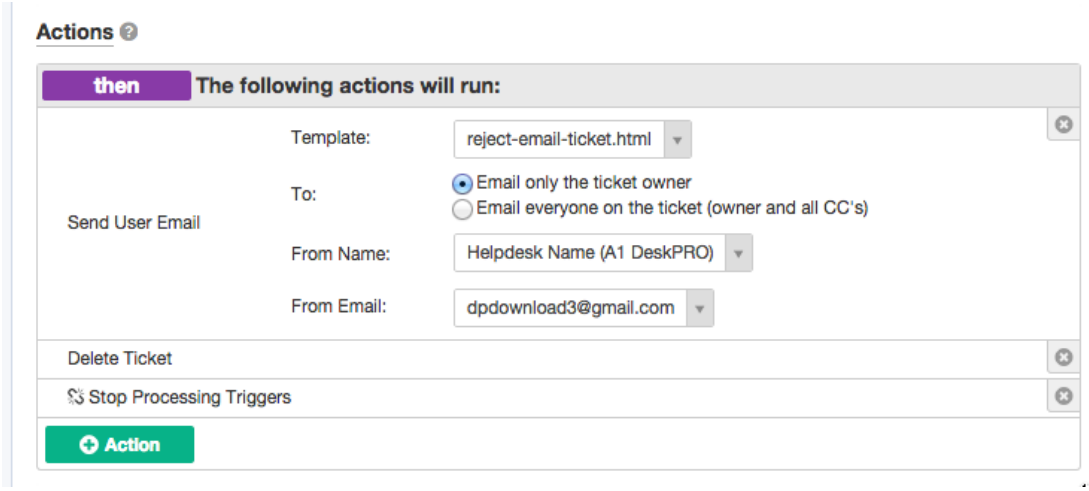


It's probably best to email just the ticket owner and not anyone who was CC'd, otherwise everybody on the original email might try to submit a ticket for the same issue.

Now we've told the user to submit via the portal, we want to get rid of the ticket that was created by their email.

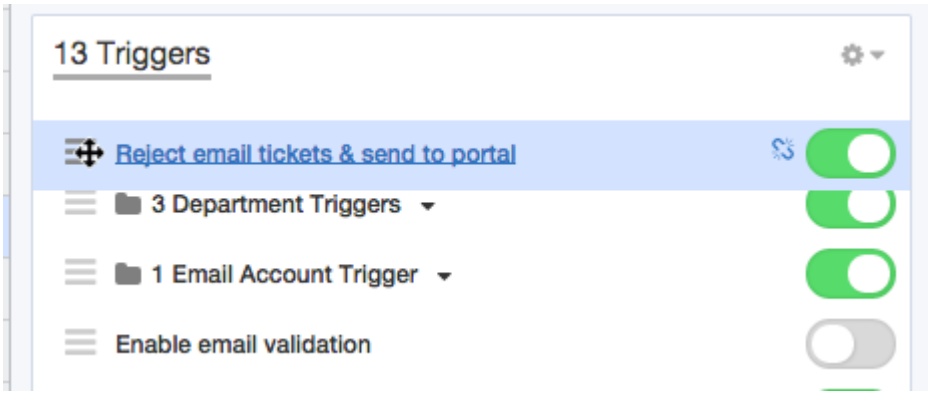
This is easy; just add a **Delete Ticket** action.

Once the trigger runs, we don't want any other triggers to run afterwards, so we can add a **Stop Processing Triggers** action.



The trigger is complete. Click **Save**.

Now it's important to drag the trigger to the top of the trigger list, so it runs before any other triggers.


13 Triggers
Reject email tickets & send to portal
3 Department Triggers
1 Email Account Trigger
Enable email validation