Sending different auto-responses based on email address

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Using triggers, you can customize the auto-response when a user submits a new email ticket, based on which of your incoming email accounts they used.

For example, let's suppose you want to send a different response to users who email your sales@example.com account, perhaps offering them a free trial. You will define a new email template for the custom response.

1. You don't want the user to get the default auto-response as well as your custom response, so go to **Admin > Tickets > New Ticket Triggers > Send auto-reply confirmation to user**, and **Add Criteria**: select **Email Account / is not / sales@example.com**
2. Go to **Admin > Tickets > New Ticket Triggers** and click **Add New Trigger.**
3. Click **Add Criteria**, select **Email Account / is /** sales@example.com
4. Add a new **Send User Email** action. If you haven't created one yet, you can create one now by selecting the **Create new template** option.

If you chose to create a new template, you will be redirected to the template editor where you can enter a new email.