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The ability to 'enable subject matching' on specified domains only Collecting Feedback

Ozan Can Gogus | Eclit •

Forum name: #Feature Request •

For the 'enable subject matching on ALL email messages', we would like the ability to choose specific domains instead of having the setting apply to all emails in the helpdesk

☐ Enable subject matching on ALL email messages

Usually, this subject-matching algorithm is only run on subjects that contain a reply prefix (like "RE:"). This means that replies (emails with "RE:") are added to existing tickets, but new email conversations (emails without "RE:") are treated as new tickets.

Enable this option if you want subject matching to run on ALL email messages, even those that do not have the "RE:" prefix. ⓘ