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Ticket creation date should be that of email receipt date Collecting Feedback

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Forum name: #Feature Request •

Using our Outlook mailboxes, our agents frequently drag and drop emails from their personal accounts into inboxes managed by our DeskPro instance.

This works pretty well, emails are then transformed into tickets.

But it happens when these emails are pretty old (say, one week old). And once digested by DeskPro, the ticket looks like it was created a minute ago.

The creation date of a message in DeskPro should correspond to when the email was originally received in the mailbox (one week ago in this example) - that is the Date field in the email header.

I know the date of an email can be forged, but this information should at least be made more visible than by viewing the message headers