

How do I automatically sort email that's forwarded into a ?single inbox

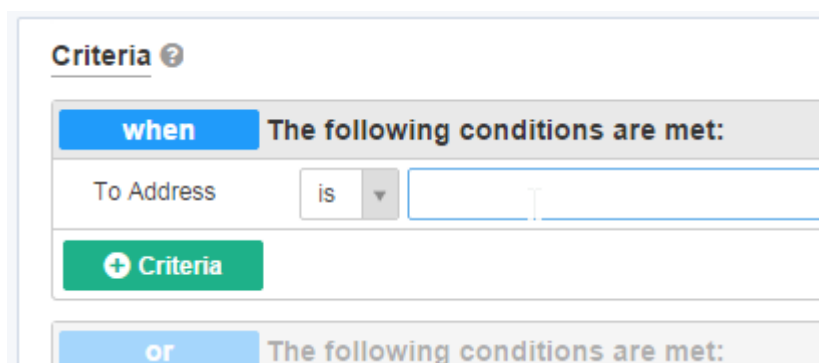
Ben Henley - 2024-02-13 - Comment (1) - Deskpro Legacy

:Question

We have a single email inbox which is connected to Deskpro using IMAP. There are two aliases which both forward email to the inbox. Is it possible for email from those aliases to ?be separated into different support groups

:Answer

:For each alias, create a **New Ticket** trigger based on the *To:* address



Use the trigger actions to distinguish the tickets from the two different addresses: for .example, assign them to different departments or teams, or apply different labels

To include emails which have been CC'd to one of the aliases, you should add .an **or** condition that checks the **CCd Address** to each action

Emails that are BCC'd do not usually have the address to which they were BCC'd in the headers: however, on some servers, this may be stored in a header such as *Delivered-To:*. In that case, you can use a condition that checks the **Email Header**

