

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

Ben Henley - 2023-09-13 - Comment (1) - Deskpro Legacy

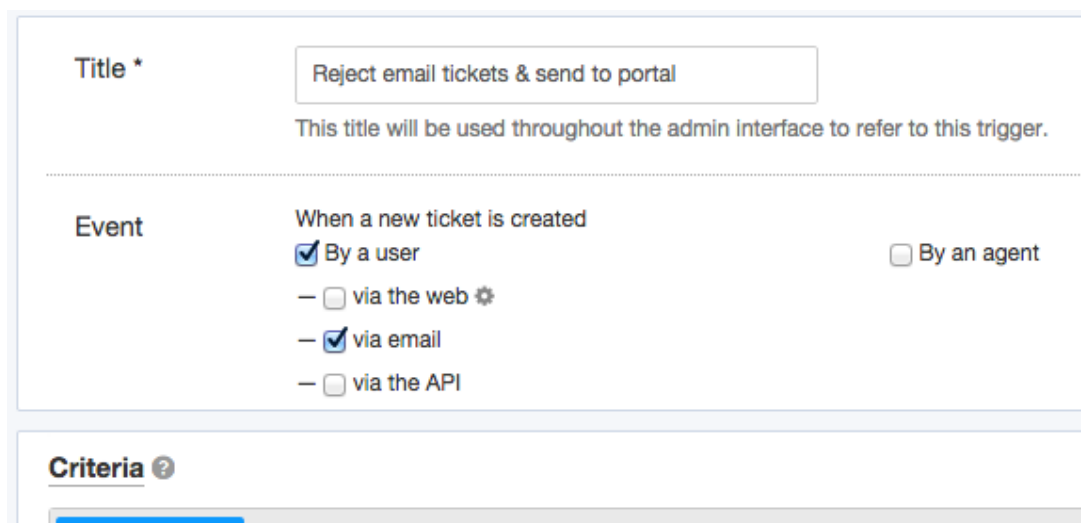
:Question

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



The screenshot shows the configuration for a new ticket trigger. The 'Title' field is set to 'Reject email tickets & send to portal'. Below it, a note states: 'This title will be used throughout the admin interface to refer to this trigger.' The 'Event' section is titled 'When a new ticket is created' and includes several options: 'By a user' (checked), 'By an agent' (unchecked), 'via the web' (unchecked), 'via email' (checked), and 'via the API' (unchecked). The 'Criteria' section is partially visible at the bottom, showing a blue bar and the text 'The following conditions are met:'.

.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**

Actions ?

then The following actions will run:

Send User Email	Template:	New Ticket Auto-Response
	To:	
	From Name:	
	From Email:	

[+ Action](#)

Custom Emails

- marketing-auto-response.html
- new-user-sales-welcome.html
- ticket-assigned-user-notification.html
- ticket-reminder.html

[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 our portal contact form.

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

following actions will run:

Template:

To: ☒ Email only the ticket owner
☐ Email everyone on the ticket (owner and all CC's)

From Name:

From 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

Actions ?

then The following actions will run:

	Template:	<input type="text" value="reject-email-ticket.html"/>	
	To:	<input checked="" type="radio"/> Email only the ticket owner <input type="radio"/> Email everyone on the ticket (owner and all CC's)	
	From Name:	<input type="text" value="Helpdesk Name (A1 DeskPRO)"/>	
	From Email:	<input type="text" value="dpdownload3@gmail.com"/>	
Send User Email			
Delete Ticket			
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

