

## ?How do I use Email Action Codes

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Deskpro allows agents to perform actions via the use of special action codes that can be added to the top of email messages

Action codes must be placed at the top of the email message and all follow this general format

**codename option#**

Where "**codename**" is the name of a code and "**option**" is a parameter used to perform an action (if required)

You can enter as many codes in one email as you want so long as they are at the very top of the email, one code per line

The table below has some of the most useful action codes. For a full list, see [Email Action Codes](#)

### Action Codes

Example	Description	Code
status resolved#	Sets the ticket status. Available options: agent_user_resolved_pending (sets to awaiting agent and enables pending (status	status# option
note#	Sets the message to be an agent note rather than a reply to the user ((overrides default	note# or #is-note
reply#	Sends message as a reply to user ((overrides default	reply# or #is-reply
license-id 12345# #subscribe-newsletter yes	Sets any custom field. #field is the name of the custom field with spaces removed or turned into dashes, and .value is the value to set	field# value

noreply# Prevents a message from being added to the ticket. noreply#  
Use this when you want to use other action codes but don't want to add an .actual reply to the ticket

When Deskpro is searching for values based on a string title or name (for example, category names or agent names, etc.), all comparisons are case-insensitive and with whitespace and punctuation removed. Here are a few examples

Booker Dean-DeWitt" is matched as bookerdeandewitt" •

License ID" is matched as licenseid" •

Product Name (Full)" is matched as productnamefull" •

Your *option* values are treated the same way. So if you entered the name "Booker Dean .Dewitt" or "booker dean de-WITT", both would match the name "Booker Dean-DeWitt