

How do I set up an email account for outgoing messages only

Alexandra Mead - 2023-09-15 - Comment (1) - Channels

Most email messages sent by Deskpro are linked to a particular ticket. However, some automatic emails do not relate to a specific ticket; for example, password reset links, welcome emails, and login alerts. The account used to send these non-ticket emails is called the default email account. You can pick which account this is from **Admin > Channels > Email > Settings**



You may prefer to use a "no-reply" account for non-ticket emails instead of an email account configured to accept tickets. That means that if a user replies to a password reset .email, for example, their message will be discarded instead of converted into a ticket

:To set up a no-reply account

Go to **Admin > Channels > Emails > Accounts** and create a new account, e.g. .1
.noreply@yourcompany.com

.Configure the settings .2

.Enable and save the account .3

Go back to **Admin > Channels > Email > Settings** and select the new no-reply .4
.account as the default email account

You may also wish to edit the user email templates that are sent from the no-reply address (i.e. all the user email templates except those under Ticket Emails) to add a message making it clear that any replies to this address will not be read. This can be edited ,under **Admin > Channels > Email > Templates**



Additionally, if you want to automatically delete any tickets created via your noreply@.account, you can create a Trigger in **Admin > Business Rules > Triggers**