

I'm having trouble with the subject of reminder emails

Ben Henley - 2023-08-31 - Comment (1) - Deskpro Legacy

:Question

We've configured our helpdesk to send reminder emails to users if a ticket is in the awaiting user status for 1 week (using the default template). When the helpdesk sends the email the .subject is always "REMINDER: {{ticket.subject}}" instead of using the actual subject

:Answer

:To fix this

.In **Setup > Languages**, select your language and click **Edit Phrases** .1

Under **User Interface Phrases > Email Subjects**, edit the Custom Phrase column of .2

user.email_subjects.remind_unresolved_subject and

"{{user.email_subjects.remind_unresolved_final_subject and enter "REMINDER: {{subject

user.email_subjects.remind_unresolved_final_subject	REMINDER: {{ticket.subject}}	REMINDER: {{ticket.subject}}	REMINDER: {{subject}}
Reset			
user.email_subjects.remind_unresolved_subject	REMINDER: {{ticket.subject}}	REMINDER: {{ticket.subject}}	REMINDER: {{subject}}
Reset			
user.email_subjects.ticket-rate	Rate your support	Rate your support	Rate your support

.Go to **Tickets > Statuses > Awaiting User**, and click **Edit template** .3

The Awaiting User status means the ticket is waiting for the user to reply.

You currently have 1 tickets awaiting user.

☒ After ticket has been awaiting user for weeks

☒ Send User Email Warn about awaiting ticket [edit template](#)

[+ Action](#)

Send the user an email when they have left their ticket open for some time. Typically this

:Edit the subject of the template to be .4

{{ {{phrase('user.email_subjects.remind_unresolved_subject', {subject: ticket.subject })}}

If you have enabled the second warning, repeat steps 3 and 4 for the **Final warn about .5 :awaiting ticket** template, changing the subject to be

```
({phrase('user.email_subjects.remind_unresolved_final_subject', {subject: ticket.subject })}  
{
```