

New: Email Action Codes

Chris Padfield - Comment (1) - Product - 2013-05-01

Agents can now perform actions on tickets by entering special action codes to the top of their emails. Here's an example assigning an agent, setting the awaiting agent status, :setting the priority adding a note

```
agent john@example.com#
```

```
#status agent
```

```
#priority urgent
```

```
#note
```

```
.John can you take a look at this asap
```

.Refer to our agent manual for a [full list of email action codes you can use](#)

Tags

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