

New Feature: More Options When Agents Reply by Email

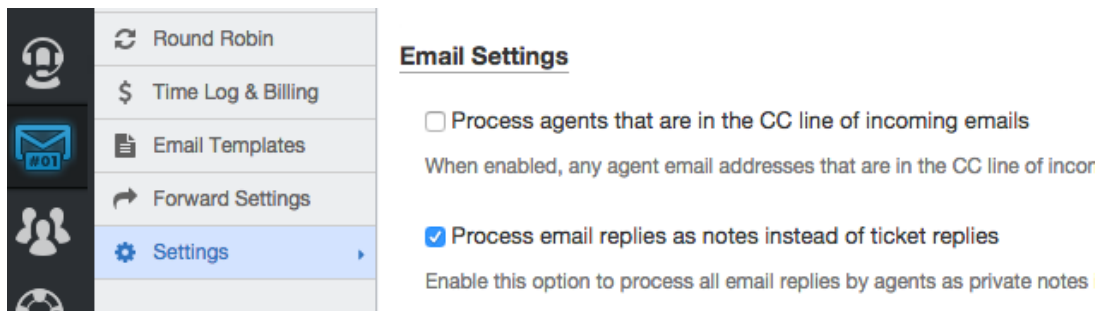
Ben Henley - Comment (1) - Product - 2015-07-20

While we're proud of DeskPRO's web interface, we think it's also important to give your agents the flexibility to help users by email alone

Currently, agents can reply to any email notification from DeskPRO to create a new ticket message and sent it to the user. Some of our customers have told us that this doesn't fit how they work

In our latest update, we've added a new setting for admins, plus more guidance for agents

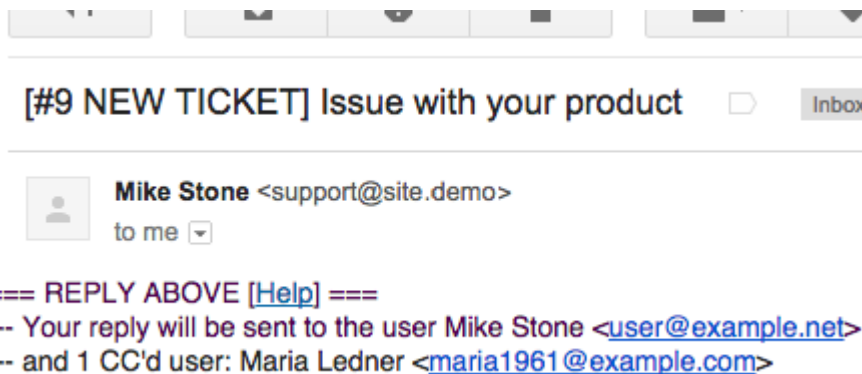
Admins can now choose whether an agent reply by email becomes a reply to the user, or an internal agent note



The screenshot shows a sidebar menu on the left with 'Settings' selected. The main content area is titled 'Email Settings' and contains two options:

- Process agents that are in the CC line of incoming emails
When enabled, any agent email addresses that are in the CC line of incoming emails will be processed as notes instead of ticket replies.
- Process email replies as notes instead of ticket replies
Enable this option to process all email replies by agents as private notes

We've also made it much clearer in the notification text what will happen when the agent replies



The screenshot shows an email notification for a new ticket. The subject is '[#9 NEW TICKET] Issue with your product'. The sender is 'Mike Stone <support@site.demo>' and it is addressed 'to me'. The notification text reads:

=== REPLY ABOVE [Help] ===
--- Your reply will be sent to the user Mike Stone <user@example.net>
--- and 1 CC'd user: Maria Ledner <maria1961@example.com>

If your agents ever need to override the default setting you've chosen, you can train them .to use email action codes

Simply adding #note or #reply at the very top of an email reply lets them specify if they .want it to be a reply to the user or an internal note

This article has [full details of how agent replies by email will now work](#) (your agents can also .(find it using the Help link next to REPLY ABOVE in any email notification

We'll be rolling this out to Cloud helpdesks over the next few days. If you're a DeskPRO On-Premise admin, you can update your helpdesk to the latest version get this feature right .now

(Comment (1

(Comment (1

Lisa Donnelly

8 سال پیش

!Many thanks for this update!! It is most appreciated