

New Feature: More Options When Agents Reply by Email

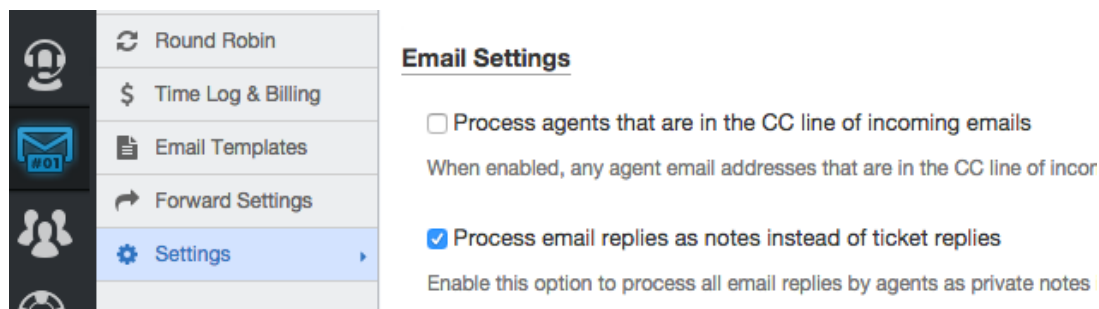
Ben Henley - Comment (1) - Product - 2015-07-20

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

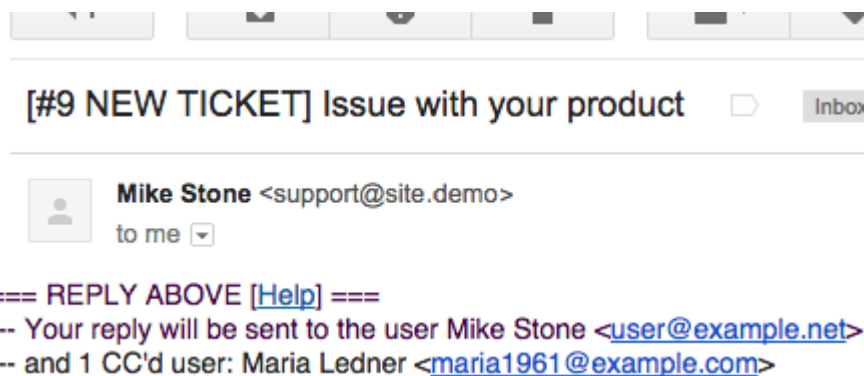
In our latest update, we've added a new setting for admins, plus more guidance for agents

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



The screenshot shows the DeskPRO settings interface. On the left is a sidebar with icons for various settings: Round Robin, Time Log & Billing, Email Templates, Forward Settings, and Settings (highlighted). The main content area is titled 'Email Settings' and contains two checkboxes. The first checkbox, 'Process agents that are in the CC line of incoming emails', is unchecked. Below it is a note: 'When enabled, any agent email addresses that are in the CC line of incoming emails will be processed as internal agent notes.' The second checkbox, 'Process email replies as notes instead of ticket replies', is checked. Below it is a note: '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 interface. At the top, there's a header bar with several icons. Below it, the subject line reads '[#9 NEW TICKET] Issue with your product' followed by a 'Inbox' button. The sender is 'Mike Stone <support@site.demo>' with a 'to me' dropdown menu. The body of the email contains the following text: '=== REPLY ABOVE [Help] ===', '--- Your reply will be sent to the user Mike Stone <user@example.net>', and '--- 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

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Lisa Donnelly

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