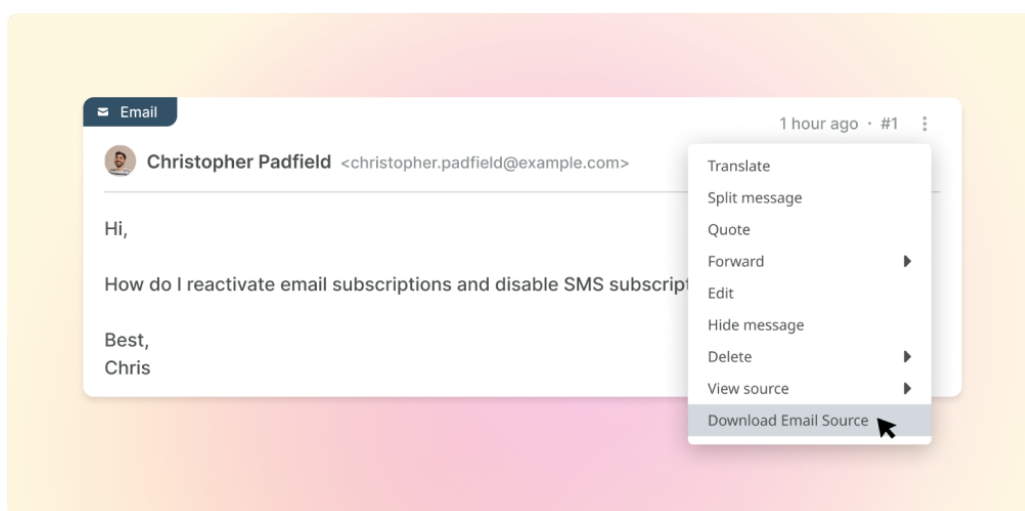


You can now download emails from a User's ticket

(Lara Proud - Comment (1) - Product (Agent) - 2022-09-13)

You can now download emails by clicking on a User's email in the ticket thread and downloading it as a .eml file; we added this to make it easier to save specific messages or .threads

You can do this by clicking on the **:** menu on the ticket and clicking **Download Email .Source**



We have added this feature to enable you to share downloaded email files with colleagues more efficiently or to store them on your computer for future reference or protection if .needed