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Enable smart-parsing of emails forwarded into the helpdesk by users Collecting Feedback

- OJ Olegario
- **Forum name:** #Feature Request

We would like this option to be available for non agents as well:

Ticket Forwarding — Inbound

When an agent forwards an email from their own email inbox into the helpdesk, Deskpro can parse the message to create a new ticket for the user the original email was from. This makes it easy for agents to enter new tickets into the helpdesk via email on behalf of other users who may be emailing them.

[Read more about this feature in the Deskpro knowledgebase](#) →

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Enable smart-parsing of emails forwarded into the helpdesk by agents

Treat any text above a forwarded email as a note (visible to agents only) instead of a reply to the user

Use a custom Subject regular expression for detecting forwarded emails

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Ticket Forwarding — Outbound

These settings control how individual ticket messages are forwarded out of the helpdesk using the "Forward Message" function from the Agent Interface. This feature is available from the gear menu on each message in a ticket.

Ticket Account

Account used by the ticket

Choose the email account to use when an agent forwards a ticket message out of the helpdesk.

Allow agents to send from their own email address

When enabled, the agent will have a choice of sending "From" their own email address. For example, you could set the "From" address to `oolegario@rcbc.ca` instead of the email account selected above. This would allow the recipients to reply back to you directly (i.e. thereby moving the conversation out of the helpdesk).