



<u>Centre d'aide</u> > <u>Communauté</u> > <u>Feature Request</u> > <u>Forward an email into an existing ticket</u>

## Forward an email into an existing ticket Collecting Feedback

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• Nom du forum: #Feature Request

It would be helpful if there was a mechanism that allowed you to forward an email into Deskpro and it gets processed into an existing ticket.

 $Perhaps \ through \ leveraging \ the \ ref \ code \ or \ using \ an \ email \ action \ codes \ to \ instruct \ the \ system.$