

## Event Codes

Emily Booth - 2024-08-21 - Commentaire (1) - Using Deskpro

At the very bottom of each email in the footer, we are adding these "ref" codes:

Ref:Deskpro\_XXXXXX ticket\_you\_XXXXXX (ticket is or was assigned to you).

Ref:Deskpro\_XXXXXX ticket\_follow\_XXXXXX (ticket is or was followed by you).

Ref:Deskpro\_XXXXXX ticket\_team\_XXXXXX (ticket is or was in your team).

Ref:Deskpro\_XXXXXX ticket\_new\_XXXXXX (ticket is new)

Ref:Deskpro\_XXXXXX ticket\_XXXXXX

Ref:Deskpro\_XXXXXX im\_XXXXXX (include ticket mentions)

Ref:Deskpro\_XXXXXX task\_XXXXXX

Ref:Deskpro\_XXXXXX community\_XXXXXX

Ref:Deskpro\_XXXXXX publish\_XXXXXX

Ref:Deskpro\_XXXXXX crm\_XXXXXX

Ref:Deskpro\_XXXXXX login\_XXXXXXWrap

The format is made of:

- The string Ref:Deskpro\_
- \$emailSourceId
- Space
- \$eventCode
- The string \_
- \$emailIdent again

So this makes it easy to search/create Gmail filters on those strings. The "email ident" makes the strings unique and not show up in the normal text, but it's static, so it doesn't change and therefore useful for filters.

### **\$emailSourceId**

This should be the first 6 characters of `sha1(settings.core.helpdesk_uuid)`

This is just an arbitrary string we've thought up, nothing very special about it other than it needs to stay static.

### **\$eventCode**

The event code is the thing that triggered the email. So for each email we send, it will be one of those listed above. They're listed in order of priority; i.e. if a ticket is assigned to you, then `ticket_you` would be the event code no matter what.

For tickets, the assignment checks should always check on the property at either the start or end of the current request. E.g. if you imagine a trigger that re-assigned a ticket away from you, then we'd still want to use the `ticket_you` event code if it was assigned to you at the 'start'.

You can do this with `Ticket::getStateChangeRecorder`. e.g. if `ticket->agent` is currently you OR was ever you (in change recorder), then event code would be `ticket_you`.

### **Headers**

Also copy these to headers:

- `X-Deskpro-EmailSourceId: XXXX`
- `X-Deskpro-EmailEvent: ticket_you`

This would allow for slightly easier filtering in things like email clients where you can actually filter on headers.