Deskpro

Email Template: "Comment Deleted" template is incorrect Finished

- Joe Davis
- **Forum name:** #Feature Request

We're running DeskPro #356.1. The 'Comment Deleted' template erroneously sends the user a 'Your comment was read by our agents' instead of a 'Your comment was deleted by our agents' message. The default template subject and body should be updated to correctly describe the action that has taken place. Here's the current default template:

 =============================

 Email Subject:

 Your comment was read by our agents

 Email Body:

 {% set content = comment.getObject() %}

 {% set phrase_link %}{{ content.title }}{% endset %}

 {{ phrase('user.emails.comment_thank-you', {'link': phrase_link}, true) }}

 Your comment was used to improve the page.

 =============================

Comment (1)

Lara Proud

5 months ago

This behavior will no longer occur as this Email Template has been replaced in the newer version of Deskpro.