

How do I automatically separate email that's forwarded into a single inbox?

Sean Kerwin - 2023-09-13 - Comments (0) - Using Deskpro

If you have a single email inbox connected to Deskpro using IMAP with two aliases that both forward emails to the inbox it is possible for emails from those aliases to be separated. For each alias, create a **New Ticket** trigger (**Admin > Business Rules > Triggers**) based on the *To:* address:

