

Baza znanja > Deskpro Legacy > How do I view the raw email source for a ticket message?

How do I view the raw email source for a ticket message? Christopher Nadeau - 2023-08-31 - Comments (0) - Deskpro Legacy

Sometimes it is useful to view the raw message source for a ticket message that arrived via email. Deskpro keeps a copy of raw message sources, which you can view from the agent interface.

Load the ticket in the agent interface and find the message you want to view.

Click on the gear icon in the top-right corner of the message to bring up the context menu, then click **View message in a new window**.

	#1 Jethro Vortex <user@example.com></user@example.com>	18 days ago	٥
	Please help me. The problem is that Ã, Q<>	Ś BÀæ ˆ	View message in a new window
	yÅįñ tónñÅ,yÃį" r0\$HÃâ€įv Æ'ssBÊ qîüö:Ã-Z<Ã~Â,ÂðSx6Ã\ÂA´ ü¥ó üwÀnÃÞ.ЁœÃÔtӧ § »# ';Ã</th <th>Quote</th>		Quote
			Forward Message
			Delete Message
	·		Set as agent note

In the window that opens, click on the Raw Message tab or the Source Code tab.

Normal Message	Raw Message	Raw Message (Unsanitized)	Source Code					
Please help me - the problem is I use a lot of weird formatting in my emails.								

Normal Message	Raw Message	Raw Message (Unsanitized)	Source Code	

HTML Body:

<div dir="ltr">
i<b style="font-family:arial,sans-serif;font-size:13px">s I use</b
family:arial,sans-serif;font-size:13px"> a lot of weird <font colo
family:arial,sans-serif;font-size:13px">formatting<span style="font
serif;font-size:13px">in my <i style="font-family:arial,sans-seri
.

</div>

Srodni sadržaj

• How do I generate debug information for a ticket?