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Sending different auto-responses based on email address Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Using triggers, you can customize the auto-response when a user submits a new email ticket, based on which of your incoming email accounts they used.

For example, let's suppose you want to send a different response to users who email your sales@example.com account, perhaps offering them a free trial. You will define a new email template for the custom response.

- You don't want the user to get the default auto-response as well as your custom response, so go to Admin > Tickets > New Ticket Triggers > Send auto-reply confirmation to user, and Add Criteria: select Email Account / is not / sales@example.com
- 2. Go to Admin > Tickets > New Ticket Triggers and click Add New Trigger.
- 3. Click Add Criteria, select Email Account / is / sales@example.com
- Add a new Send User Email action. If you haven't created one yet, you can create one now by selecting the Create new template option.

If you chose to create a new template, you will be redirected to the template editor where you can enter a new email.