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How to Mark an Email as High Importance in Deskpro

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When a user sends you an email marked as high importance in Outlook, you might want to see that reflected in Deskpro. To do this, follow these steps:

1. Create a 'High Importance' Label:

- Navigate to **Admin > Ticket Structure > Ticket Labels > + New**.
- Create a new label and name it "High Importance".
- Assign it a red colour to match the visual cue used in Outlook.

Add: New Label

Name*

Color*

● Red

Create **Cancel**

2. Create a New Ticket Trigger:

- Go to **Admin > Business Rules > Triggers > New Ticket Triggers > + New**.
- Give it a recognizable title, like **'Add High Importance Label.'**
- Set the criteria as follows: **Email header > Importance > is > high**.
- The action should be: **Add labels > High importance**.

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

Email header Importance is high

Or when the following conditions are met:

Select... Select...

4 Actions

These actions will apply when all of the criteria pass.

Then the following actions will run:

Add labels High importance!

Create

Cancel

This will ensure that any incoming email marked as high importance is automatically labelled in Deskpro.

Once set up, the label will be applied to emails marked with high importance, making them easy to identify, as shown in this example:

Immediate Attention Required



Jane Doe

To: contact@nexgen.deskpro.com



Tue 9/17/2024 5:50 PM

! High importance

Hi there,

We have detected an issue with your account that requires your prompt attention. Please review your account details and take the necessary action to resolve this matter as soon as possible.

If you need assistance or have any questions, please contact our support team immediately.

Thank you for your cooperation.

Sincerely,

Jane

Reply

Forward

The screenshot displays a Deskpro notification interface. At the top, a browser tab is titled 'Immediate Att...' with the email address 'kim.triel@deskpr...'. Below the tab, the notification is titled 'Immediate Attention Required' and includes a '2' in a purple circle and a 'High Importance!' label. The notification is categorized as 'Awaiting Agent' with a '1' in a yellow circle. The sidebar shows agent details for Jane Doe, including her name, email (janedoe@email.com), and organization. The main content area shows an email draft from Jane Doe with the text: 'Hi there, We have detected an issue with y If you need assistance or have any Thank you for your cooperation. Sincerely, Jane'.

Sending an Email Marked as High Importance from Deskpro

If you need to send an email marked as high importance, you can modify the "Send user new reply from agent" trigger:

1. Adjust the Original Trigger:

- Go to **Admin > Business Rules > Triggers > New Reply Triggers > Send user new reply from agent**.
- Add an extra criterion: **Labels > does not contain > High importance**.

This ensures the trigger won't run if the "High Importance" label is already added to the ticket.

The screenshot shows the 'Criteria' section of a trigger configuration. It is titled 'Criteria' and includes a sub-header 'The criteria section is a list of terms that must match before the actions are applied to the Ticket.' Below this, there are two criteria listed under the 'When' section: 'Agent message exists' and 'Labels does not contain High importance!'. Each criterion has a trash icon and a plus icon for removal and addition, respectively.

2. Create a Copy of the Trigger for High Importance Emails:

- Copy the existing trigger and adjust the criteria to: **Labels > contains > High importance**.
- In the action, set a header to add: **Importance | high**.

Now, when you apply the "High Importance" label and reply to the email, it will include the high importance flag in Outlook:

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When the following conditions are met:

	Agent message	exists		
And	Labels	contains	High importance!	

With these steps, Deskpro allows you to effectively manage and send high-importance emails.