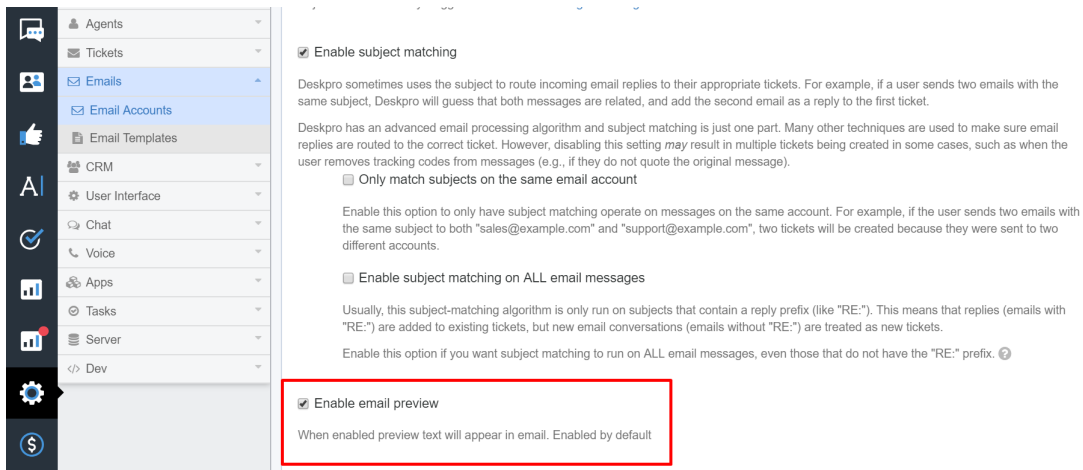


Setting to disable email preview text (5.2)

2017-03-13 - Lauren Cumming - Comments (0) - Product

We have added a setting that allows you to disable email preview text. Many email clients will show you a preview of email contents (e.g Outlook and Gmail). Enable this option to enable smart preview text so your client will show proper message contents. Without this your email client might not be able to show accurate previews. Disable this feature if you don't want this information being shown via email. You can find this setting under **Admin > Tickets > Email Accounts > Advanced Settings**.



The screenshot shows the Deskpro Admin interface. On the left is a navigation sidebar with icons for Agents, Tickets, Emails, Email Accounts, Email Templates, CRM, User Interface, Chat, Voice, Apps, Tasks, Server, and Dev. The 'Emails' section is expanded, and 'Email Accounts' is selected. The main content area displays the 'Advanced Settings' for an email account. The 'Enable email preview' setting is checked and highlighted with a red box. Below it, a tooltip explains: 'When enabled preview text will appear in email. Enabled by default'. Other settings visible include 'Enable subject matching' (checked), 'Only match subjects on the same email account' (unchecked), and 'Enable subject matching on ALL email messages' (unchecked).

Enable email preview
When enabled preview text will appear in email. Enabled by default