



[Help Center](#) > [Tanggapan](#) > [Feature Request](#) > [Option to prioritise the Reply-To header when an email is received from a specific email address](#)

Option to prioritise the Reply-To header when an email is received from a specific email address Collecting Feedback

- Anand Athi
- **Forum name:** #Feature Request

I'd like a way to keep the "From" header as being prioritised as default, but then for a specific "From" address have the system prioritize "Reply To". I only want that change for the form-based emails, not for everyone.

I was hoping to find a way to set a custom rule that when the email 'From' address is a specific email address, that it instead generates a ticket for the "Reply to" field so that the user gets notified.