

I'm having trouble receiving notification emails when I create a ticket

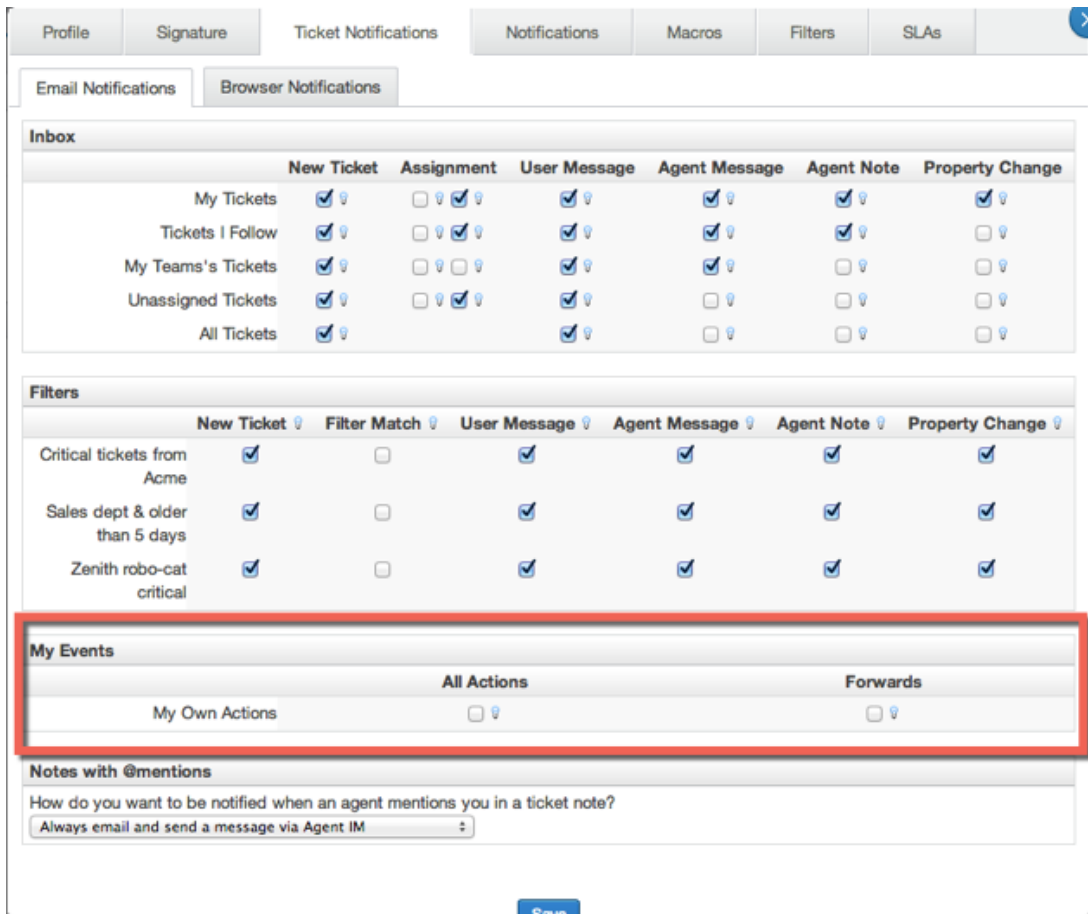
Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

I'm trying to test email notifications. I make myself a test ticket and I don't get an email. Other automatic emails seem to be working. What's wrong?

Answer:

By default, you don't get notifications about your own actions on tickets, including creating them.



	New Ticket	Assignment	User Message	Agent Message	Agent Note	Property Change
My Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tickets I Follow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
My Teams's Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unassigned Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	New Ticket	Filter Match	User Message	Agent Message	Agent Note	Property Change
Critical tickets from Acme	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sales dept & older than 5 days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zenith robo-cat critical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	All Actions	Forwards
My Own Actions	<input type="checkbox"/>	<input type="checkbox"/>

Notes with @mentions

How do you want to be notified when an agent mentions you in a ticket note?

Always email and send a message via Agent IM

If you want to enable email notifications for your own actions, go to your **Preferences** at the top left of the agent interface, and change the **My Own Actions** settings under **Email Notifications**.

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