Deskpro

Automatic Replies Collecting Feedback

- Mike Sheldon
- **Nome del forum:** #Feature Request

Referencing this article

https://support.deskpro.com/en/kb/articles/automatic-replies-added-as-a-note

Is there a way to configure this? We get different variations of subject lines and it would be nice to be able to configure additional ones.

Commenti (3)

Michael W.

4 anni fa

I agree with that. Microsoft localizes those strings, so replies from german outlook clients start with "Automatische Antwort: "

Matthew Wray

4 anni fa

Hi Mike - you can't define this at the moment but I agree that would be a useful feature. The article you reference has recently been updated to specify the codes that are currently looked for if you're interested:

https://support.deskpro.com/en/kb/articles/why-are-some-automatic-replies-added-as-an-internal-note

Joël Messas

3 anni fa

This is great, but really needed in multiple languages ! French for me !