How does Deskpro determine the sender of an email?

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Deskpro looks at the ***From:*** header of an email to determine the sender.

Some systems may forward email and change the ***From:*** header, expecting you to rely on the ***Reply-to:*** header to determine the sender. This behavior may cause Deskpro to assign unexpected users to tickets. The solution is to make sure the forwarding system is sending correct headers.