



[ヘルプセンター](#) > [コミュニティ](#) > [Feature Request](#) > [Forward an email into an existing ticket](#)

## Forward an email into an existing ticket Collecting Feedback

- MW Matthew Wray
- フォーラム名: #Feature Request

It would be helpful if there was a mechanism that allowed you to forward an email into Deskpro and it gets processed into an existing ticket.

Perhaps through leveraging the ref code or using an email action codes to instruct the system.