

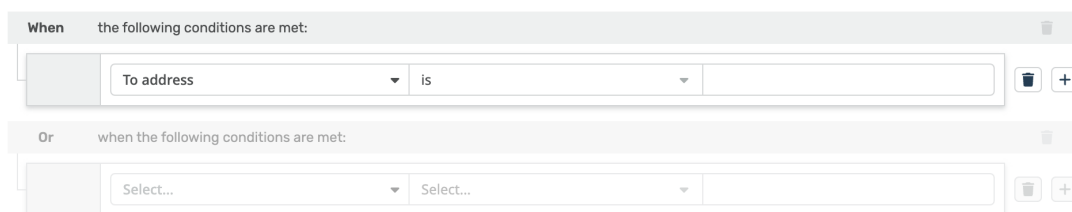
How do I automatically separate email that's forwarded into a single inbox?

Sean Kerwin - 2023-09-13 - [Comments \(0\)](#) - [Using Deskpro](#)

If you have a single email inbox connected to Deskpro using IMAP with two aliases that both forward emails to the inbox it is possible for emails from those aliases to be separated. For each alias, create a **New Ticket** trigger (**Admin > Business Rules > Triggers**) based on the *To:* address:

③ Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

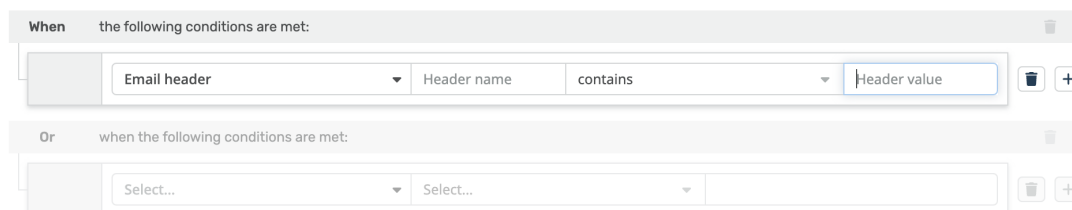


The screenshot shows the 'Criteria' section of a trigger configuration. It has a header 'When the following conditions are met:' with a trash icon. Below it is a condition row: a dropdown menu with 'To address' selected, followed by 'is', and an empty text input field. To the right of the input field are trash and plus icons. Below this is an 'Or' section with the header 'when the following conditions are met:'. It contains a similar condition row with two 'Select...' dropdown menus and an empty text input field, also with trash and plus icons.

Use the Trigger actions to distinguish the tickets from the two different addresses: for example, assign them to different departments or teams, or apply different labels.

To include emails that have been CC'd to one of the aliases, you should add an **or** condition that checks the **CC'd Address** to each action.

Emails that are BCC'd do not usually have the address to which they were BCC'd in the headers: however, on some servers, this may be stored in a header such as **Delivered-To:** In that case, you can use a condition that checks the **Email Header**.



This screenshot shows the 'Criteria' section with the first condition row expanded. The dropdown menu is set to 'Email header', and the text 'Header name' is visible. The operator is 'contains', and the text input field contains 'Header value'. The 'Or' section below it is partially visible, showing a 'Select...' dropdown and an empty text input field.