

 $\frac{1}{2}$ > Using Deskpro > Agent > I'm not receiving notifications when I create a ticket

I'm not receiving notifications when I create a ticket

Lara Proud - 2023-06-08 - <u>Comments (0)</u> - <u>Agent</u>

The reason you aren't receiving email or browser notifications when you create a ticket, but you do receive them when other helpdesk actions occur is that by default notifications for your events are disabled.

You can enable them and receive email notifications for your events in the helpdesk. Go to **Agent Settings > Preferences > Notifications**, and under the **My Events** heading, toggle the switch for the notifications you want to receive for your actions in the helpdesk.

Preferences						
Profile	Security	Preferences	Notifications			
Desktop Notifications You must allow notifications from this domain, in the browser itself. Generate Test Notification Tickets Instant Messenger Tasks Help Center CRM My Account						
My Events					Email	Alert
All My Actions						
I Forward Email to Helpdesk						

You can choose which type of notifications you receive Email, Alerts, or both for your events.

The options are:

- ullet All My Actions: This will send notifications based on any of your actions in the helpdesk
- I Forward Email to Helpdesk: This will send notifications when you forward emails to the helpdesk
- タグ
- Agent Settings
- email
- notifications