



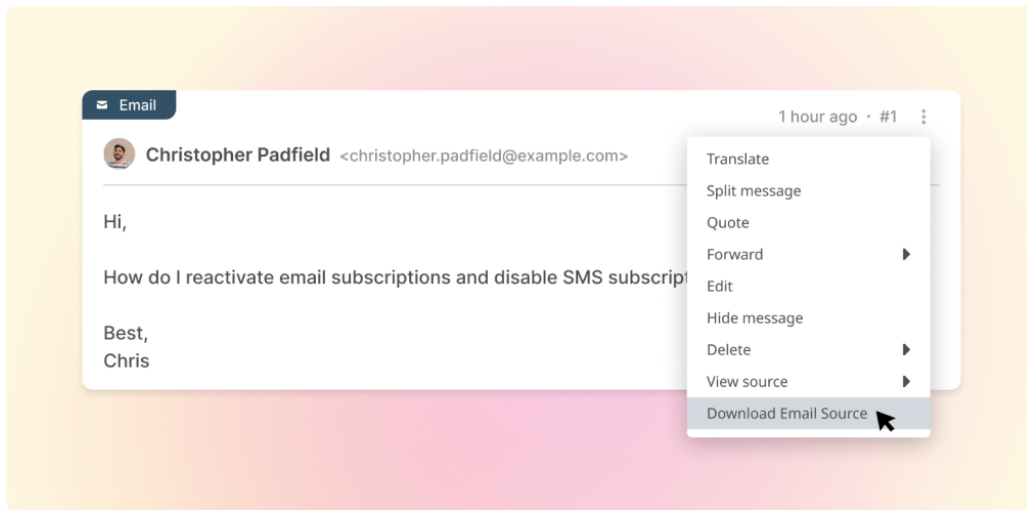
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You can now download emails from a User's ticket

2022-09-13 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

You can now download emails by clicking on a User's email in the ticket thread and downloading it as a .eml file; we added this to make it easier to save specific messages or threads.

You can do this by clicking on the ☰ menu on the ticket and clicking **Download Email Source**.



We have added this feature to enable you to share downloaded email files with colleagues more efficiently or to store them on your computer for future reference or protection if needed.