How can I send different auto-responses dependent on email addresses?

Chynah Hayde - 2023-08-24 - 댓글 (0) - Business Rules

Using Triggers, you can customize the auto-responses different Users receive when submitting new tickets depending on which of your incoming email addresses it was sent to.

For example, if your default auto-response message is something along the lines of:

Thanks for getting in touch; one of our support agents will get in touch soon.

Then, you may want to create a different auto-response for your Sales email (sales@example.com), that offers Users a free trial.

You need to create a new email template for the custom response. You can do this in **Admin > Channels > Email > Templates**. For more information about creating Email Templates, see the Admin Guide: Creating New Email Templates.

Turn off the default auto-response

Firstly, you don't want users to get the default auto-response, in addition to your custom response, so go to **Admin > Business Rules > Triggers**.

Under the tab, **New Ticket Triggers** open the Trigger in **Apply: Global** called 'Send auto-reply confirmation to user'.

In the menu that opens, update the **Criteria** to **Email Account | is not | sales@example.com** and save the changes.

Now, any tickets that are submitted to the Sales email will no longer receive the default auto-response.

Create a new Auto-Response Trigger

Next, you need to create the Auto-Response Trigger for your Sales email. In the same Ticket Triggers menu (Admin > Business Rules > Triggers), click **Add New Trigger**.

Under **Criteria**, select **Email Account | is | sales@example.com**

In **Actions**, add **Send email to User** and select the Email Template you created. If you haven't created one yet, you can create one in **Admin > Channels > Emails > Templates**.

- 태그
- auto-responder