New Feature: Forwarding Email into the Helpdesk Now Improved

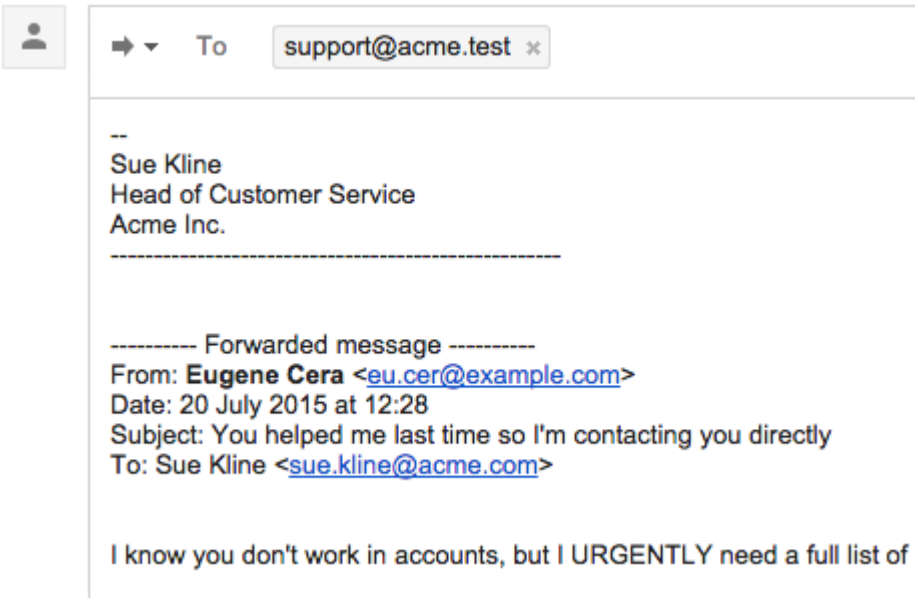
2015-08-03 - Ben Henley - Comments (0) - Product

When users email you directly, rather than writing to your support address, you can just forward their message to DeskPRO. DeskPRO is clever enough to process the forwarded email and make a ticket for the user based on the original message.

This makes for a fast and easy way to get emails into your helpdesk.

We've now added an option to make this feature even easier to use.

At the moment, when you forward an email into your helpdesk, anything above the forward gets processed as a message to the user. So if your email software adds a signature automatically, you have to remember to delete it - otherwise the user will get a short, enigmatic message with just your signature.

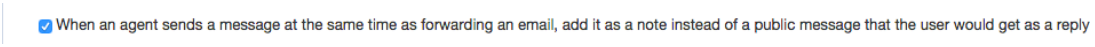


Of course, on a busy helpdesk, it's easy to forget to remove your signature.

If this is a problem you've run into, you'll be glad to know that we've added a setting to address this.

In **Tickets > Forward Settings**, under **Ticket Forwarding — Inbound**, you'll soon find

this option:



Select this option, and any text above the forwarded message is treated as an agents-only note, not a reply to the user, preventing any stray signatures turning into puzzling 'empty' messages.