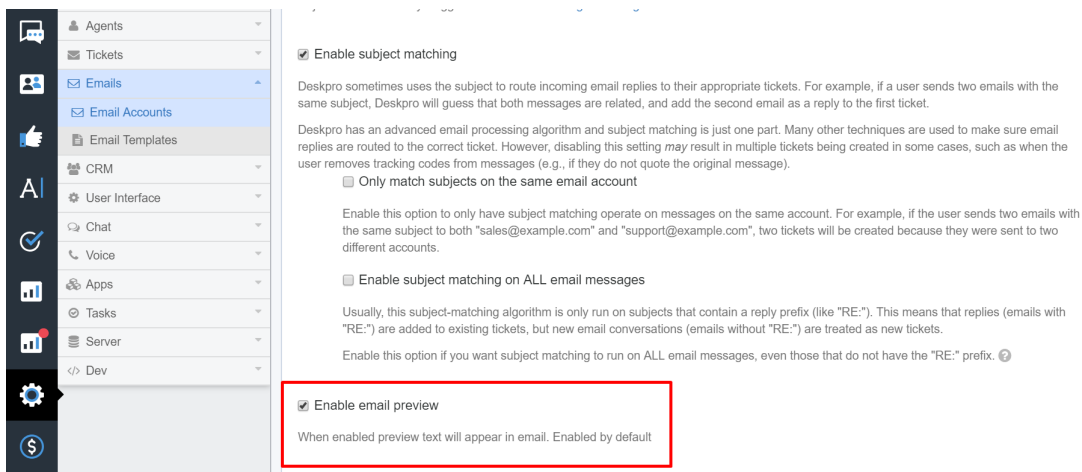


Setting to disable email preview text (5.2)

2017-03-13 - Lauren Cumming - Comments (0) - Product

We have added a setting that allows you to disable email preview text. Many email clients will show you a preview of email contents (e.g Outlook and Gmail). Enable this option to enable smart preview text so your client will show proper message contents. Without this your email client might not be able to show accurate previews. Disable this feature if you don't want this information being shown via email. You can find this setting under **Admin > Tickets > Email Accounts > Advanced Settings**.



The screenshot shows the Deskpro Admin interface. On the left is a navigation sidebar with categories like Agents, Tickets, Emails, Email Accounts, Email Templates, CRM, User Interface, Chat, Voice, Apps, Tasks, Server, and Dev. The 'Email Accounts' section is expanded, and the 'Advanced Settings' page is visible. The 'Enable email preview' setting is checked and highlighted with a red box. Below it, a tooltip explains that when enabled, preview text will appear in email and is enabled by default.

Enable email preview

When enabled preview text will appear in email. Enabled by default