New E-mail features Collecting Feedback

- Zsolt Kiss
- **Forumo pavadinimas:** #Feature Request

Sometimes (quite often) it occurs that a client sends his mail to my private mail address however the topic of the mail would belong to a department in Deskpro.

In this case there is a smart function in DeskPro whereas when an agent forwards an e-mail to a department address it will be converted to a ticket and the USER will be the original sender of the mail, so the communication can be continued easily now from the DeskPro.

We use several custom fields in order to manage and organise the tickets on an effective way.

It would be great if there was an option to forward an e-mail into DeskPro with additional parameters. (similarly when an agent answers on a notification sent by DeskPro - #reply #note)

It would be great if i could add parameters related to the existed custom fields in order to fill them up in the same round saving time.
#[custom_field_name];[custom_field_content}