

I'm having trouble receiving notification emails when I create a ticket

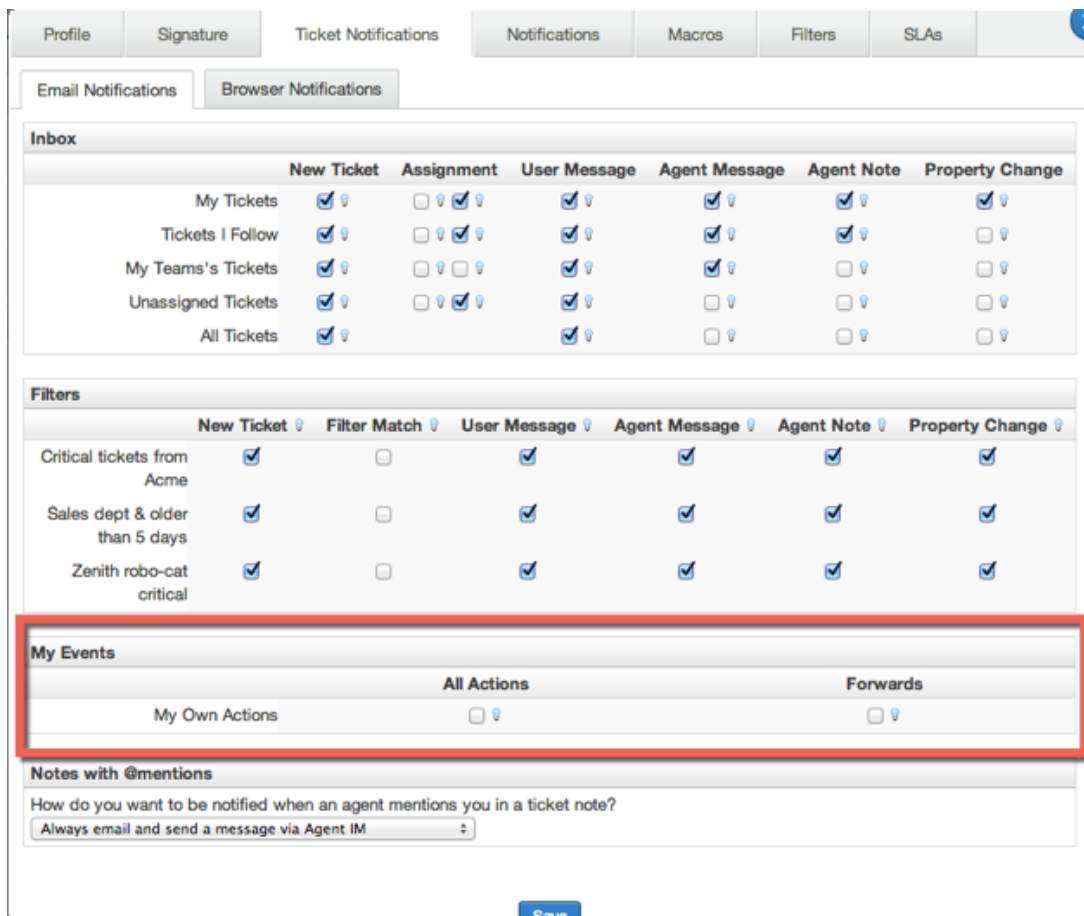
Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

I'm trying to test email notifications. I make myself a test ticket and I don't get an email. Other automatic emails seem to be working. What's wrong?

Answer:

By default, you don't get notifications about your own actions on tickets, including creating them.



The screenshot shows the 'Ticket Notifications' settings page in Deskpro Legacy. The page is divided into several sections: 'Inbox', 'Filters', 'My Events', and 'Notes with @mentions'. The 'My Events' section is highlighted with a red box and contains the following settings:

	All Actions	Forwards
My Own Actions	<input type="checkbox"/>	<input type="checkbox"/>

The 'Inbox' section shows notification preferences for various ticket categories:

	New Ticket	Assignment	User Message	Agent Message	Agent Note	Property Change
My Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tickets I Follow	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
My Teams's Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unassigned Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All Tickets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The 'Filters' section shows notification preferences for specific filters:

	New Ticket	Filter Match	User Message	Agent Message	Agent Note	Property Change
Critical tickets from Acme	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sales dept & older than 5 days	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zenith robo-cat critical	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

The 'Notes with @mentions' section has a dropdown menu set to 'Always email and send a message via Agent IM'. A 'Save' button is located at the bottom of the page.

If you want to enable email notifications for your own actions, go to your **Preferences** at the top left of the agent interface, and change the **My Own Actions** settings under **Email Notifications**.

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