Deskpro

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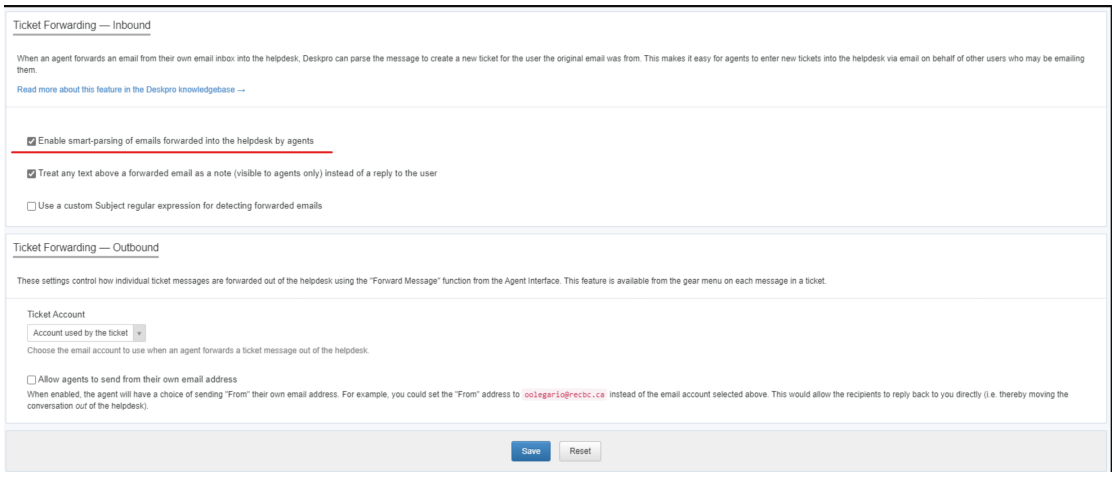
Enable smart-parsing of emails forwarded into the helpdesk by users Collecting Feedback

- OJ Olegario
- **Forum name:** #Feature Request

We would like this option to be availble for non agents as well: