

How do I set up an email account for outgoing messages only?

Ben Henley - 2023-09-15 - Comments (0) - Deskpro Legacy

Most email messages sent by Deskpro are linked to a particular ticket.

Some automatic emails do not relate to a specific ticket; for example, password reset links, welcome emails, and login alerts.

The account used to send the non-ticket emails is called the **default email account**. You can pick which account this is from **Setup > Settings** in the admin interface.

You may prefer to use a "no-reply" account for non-ticket emails instead of an email account configured to accept tickets. That means that if a user replies to a password reset email, for example, their message will be discarded instead of converted into a ticket.

To set this up:


1. Go to **Admin > Emails > Email Accounts** and create a new account, e.g. noreply@yourcompany.com.
2. Configure the settings.
3. Enable and save the account.
4. Go to **Setup > Settings** and select the new no-reply account as the default email account.

Default Email Account

DeskPRO sends a number of non-ticket related

You can edit accounts or add new accounts fro

Since these emails are not directly related to coi

Default account: noreply@ 

You may also wish to edit the user email templates that are sent from the no-reply address (ie all the user email templates except those under Ticket Emails) to make clear that you will not read any replies.

If you want to automatically delete any tickets created via your noreply@ account, create a trigger in **Admin > Tickets > New Ticket Triggers**.

Title *

Delete emails to noreply

This title will be used throughout the admin interface to refer to this trigger.

Event

When a new ticket is created

☒ By a user

☐ By an agent

☒ via the web ⚙

☒ via email

☒ via the API

Criteria

The criteria section is a list of terms that must match before the actions are applied to the ticket.

when

The following conditions are met:

Email Account

is

x noreply@example.com

+ Criteria

or

The following conditions are met:

+ Criteria

Actions

These actions will apply when all of the criteria pass.

then

The following actions will run:

Set Status

Delete

+ Action

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