

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

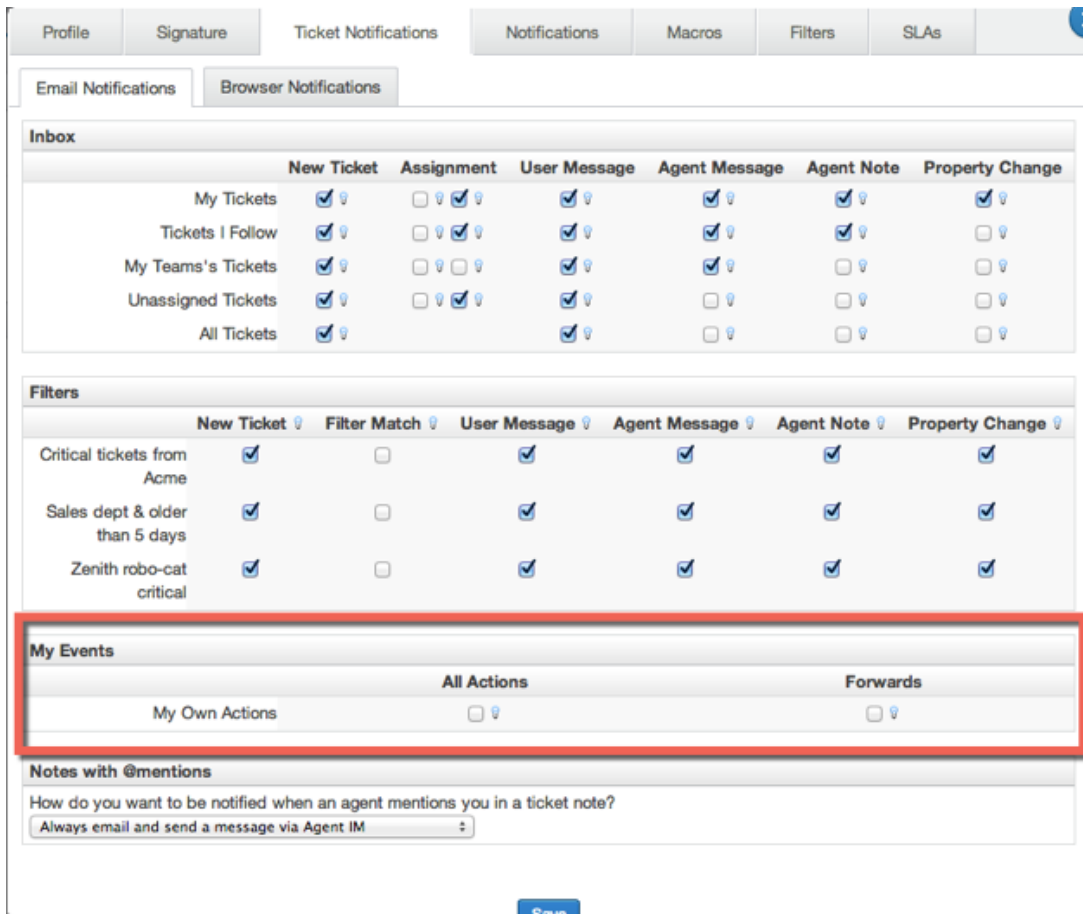
Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

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.



| | 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"/> |

| | 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"/> |

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

Notes with @mentions

How do you want to be notified when an agent mentions you in a ticket note?

Always email and send a message via Agent IM

Save

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**.

Related Content

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