

Can I keep my existing support email address?

Phil Rigby - 2023-09-13 - Comments (0) - Channels

Yes, you can connect existing email accounts to Deskpro. Your users will still send and receive emails from your support@ email address, but each new issue they raise will create a ticket within Deskpro.

Users should not see any changes in how they interact with your agents, but your agents will use the Deskpro interface to respond to tickets, allowing them to easily keep track of individual issues, find similar or related tickets, and collaborate with other agents.

You don't have to limit it to your support@ address. You can connect your sales@, jobs@, etc. addresses too, and link them to different departments within Deskpro.

For Deskpro Cloud, you will need to configure a [custom email address](#), using a forwarding email to send emails to the email address we provide.

For Deskpro On-Premise, you can [configure your instance](#) like a standard mail client, and Deskpro will download emails directly from your mail server.