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You can now download emails from a User's ticket

2022-09-13 - Lara Proud - Comments (0) - Product (Agent)

You can now download emails by clicking on a User's email in the ticket thread and downloading it as a .eml file; we added this to make it easier to save specific messages or threads.

You can do this by clicking on the : menu on the ticket and clicking **Download Email Source**.

s Email	1 hour ago · #1
Christopher Padfield <christopher.padfield@example.com></christopher.padfield@example.com>	Translate
	Split message
Hi,	Quote
	Forward
How do I reactivate email subscriptions and disable SMS subscript	Edit
Best, Chris	Hide message
	Delete 🕨
	View source
	Download Email Source 📘

We have added this feature to enable you to share downloaded email files with colleagues more efficiently or to store them on your computer for future reference or protection if needed.