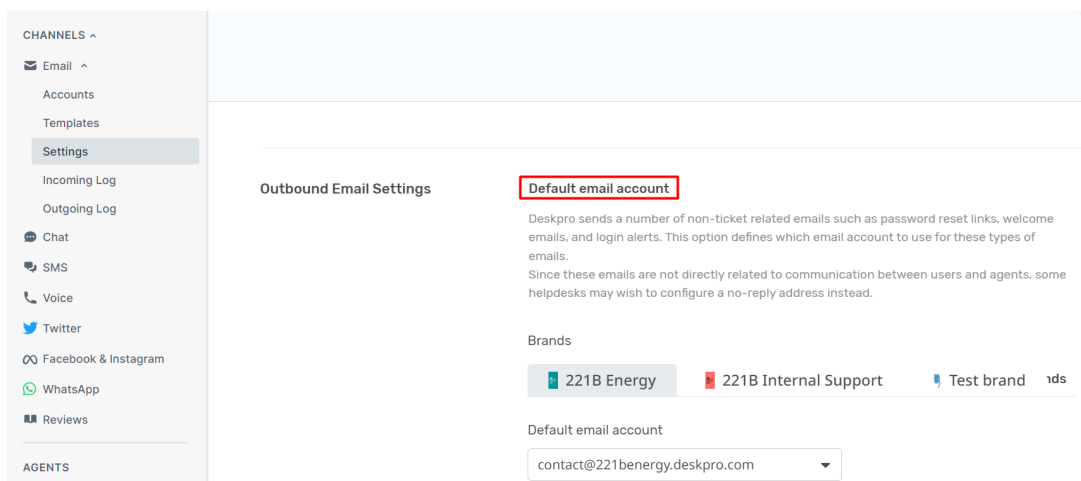


How do I set up an email account for outgoing messages only?

Alexandra Mead - 2023-09-15 - Reacties (0) - Channels

Most email messages sent by Deskpro are linked to a particular ticket. However, 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 these non-ticket emails is called the default email account. You can pick which account this is from **Admin > Channels > Email > Settings**.



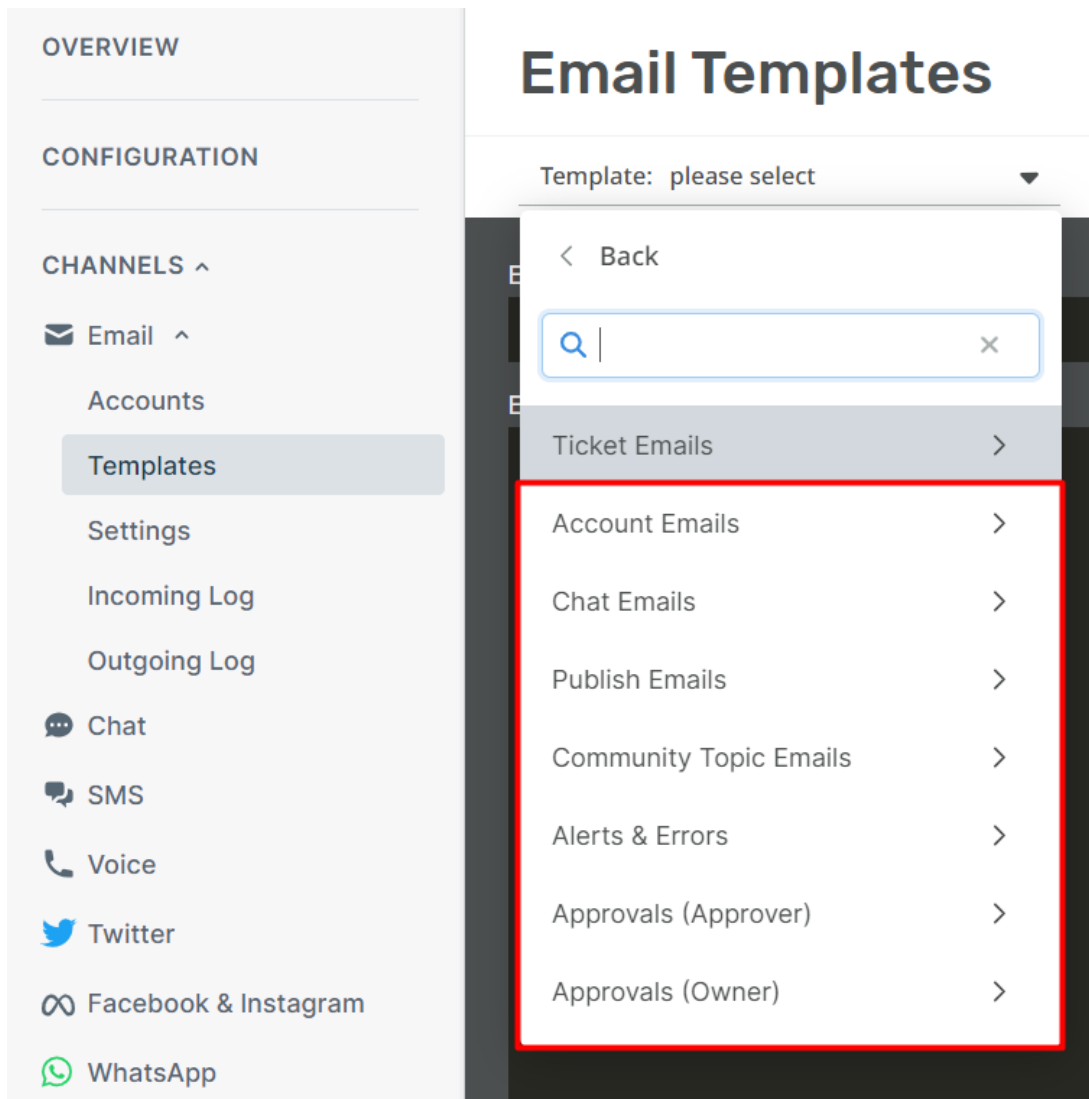
The screenshot shows the 'Outbound Email Settings' page in the Deskpro Admin interface. On the left is a navigation menu with 'Channels' expanded to show 'Email', 'Accounts', 'Templates', 'Settings', 'Incoming Log', and 'Outgoing Log'. The 'Settings' option is selected. The main content area is titled 'Outbound Email Settings' and contains a section for 'Default email account' which is highlighted with a red box. Below this, there is a description: 'Deskpro sends a number of non-ticket related emails such as password reset links, welcome emails, and login alerts. This option defines which email account to use for these types of emails. Since these emails are not directly related to communication between users and agents, some helpdesks may wish to configure a no-reply address instead.' Below the description is a 'Brands' section with three buttons: '221B Energy', '221B Internal Support', and 'Test brand'. At the bottom, there is a 'Default email account' dropdown menu with the selected value 'contact@221benergy.deskpro.com'.

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 up a no-reply account:

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

You may also wish to edit the user email templates that are sent from the no-reply address (i.e. all the user email templates except those under Ticket Emails) to add a message making it clear that any replies to this address will not be read. This can be edited under **Admin > Channels > Email > Templates**,



Additionally, if you want to automatically delete any tickets created via your noreply@ account, you can create a Trigger in **Admin > Business Rules > Triggers**.