

I'm having trouble with the subject of reminder emails

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Question:

We've configured our helpdesk to send reminder emails to users if a ticket is in the awaiting user status for 1 week (using the default template). When the helpdesk sends the email the subject is always "REMINDER: {{ticket.subject}}" instead of using the actual subject.

Answer:

To fix this:

1. In **Setup > Languages**, select your language and click **Edit Phrases**.
2. Under **User Interface Phrases > Email Subjects**, edit the Custom Phrase column of *user.email_subjects.remind_unresolved_subject* and *user.email_subjects.remind_unresolved_final_subject* and enter "REMINDER: {{subject}}".

user.email_subjects.remind_unresolved_final_subject	REMINDER: {{ticket.subject}}	REMINDER: {{ticket.subject}}	REMINDER: {{subject}}
			
user.email_subjects.remind_unresolved_subject	REMINDER: {{ticket.subject}}	REMINDER: {{ticket.subject}}	REMINDER: {{subject}}
			
user.email_subjects.ticket-rate	Rate your support	Rate your support	Rate your support

3. Go to **Tickets > Statuses > Awaiting User**, and click **Edit template**.

The Awaiting User status means the ticket is waiting for the user to reply.

You currently have 1 tickets awaiting user.


☒ After ticket has been awaiting user for


1

weeks

☒ Send User Email

Warn about awaiting ticket

 edit template



Send the user an email when they have left their ticket open for some time. Typically this

4. Edit the subject of the template to be:

```
{{ phrase('user.email_subjects.remind_unresolved_subject', {subject: ticket.subject}) }}
```

5. If you have enabled the second warning, repeat steps 3 and 4 for the **Final warn about awaiting ticket** template, changing the subject to be:

```
{{ phrase('user.email_subjects.remind_unresolved_final_subject', {subject: ticket.subject})  
}}
```