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New Feature: Better Email Previews on Mobile Devices

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Do you check your DeskPRO email notifications on a smartphone or tablet? If so, you've probably noticed that the message previews you get aren't very informative.

On most mobile devices, the previews come out something like this:



REPLY ABOVE, REPLY ABOVE, REPLY ABOVE...

This was bothering us, so we've fixed it. In the next version of DeskPRO, we've tweaked the ticket notification emails so that, on most email apps, you get a preview of the actual message text:



For a few email apps, like Aquamail, you may need to change a setting to see the previews: see [this article](#) for details.

If you're a Cloud user, you will start seeing the improved previews in the next few days. DeskPRO On-Premise admins, update your helpdesk to the latest version to get this improvement now.