I'm having trouble with some forwarded emails not showing in the interface.

Chynah Hayde - 2023-08-29 - Komentarze (0) - Configuration

If you’re encountering an issue where forwarding emails from your personal account to the helpdesk doesn’t create tickets, but when other Agents in the helpdesk forward emails it creates tickets. The best thing to do is check the **Incoming Email Log** on **Admin >Configuration> Emails > Email Accounts** for errors specific to your account.

Emails can also be rejected because your personal email account is set up as a ticket account in the helpdesk. An account that can receive Deskpro tickets should not be used as an agent account. This is necessary to avoid email loops and other problems.