

## New Email Templates

2020-07-19 - Emily Booth - Comment (1) - Product

We are extremely pleased to announce the release of our new email templates and improved template editor which introduces many features that make it easier to customize your email templates.

### **What are the main improvements?**

- Email preview will allow you to review the design of your emails live as you customize them.
- Send test email mechanism to make it easier to check your emails before using them in production.
- Variables are listed in a menu, so variable options can be easily seen and added to templates.
- Phrases are also listed in a menu to easily re-use/insert default email phrases or add custom phrases at the same time as editing your templates.
- Media function to make it easier to upload and insert images and attachments into email templates.
- Easily customize or add translations for specific phrases within the template editor.
- Sub-template editing.
- Option to copy from an existing template when creating a new custom template.

The screenshot displays the Zendesk email template editor. On the left, the code editor shows the following Liquid and HTML code:

```

Email Subject:
1 {% if ticket.agent_id and ticket.agent_id == recipient.id %}
2   {{[ticket.id] New Ticket = ASSIGNED | ([ticket.subject])}}
3 {% else %} recipient.id in ticket.agent_team_agents %}
4   {{[ticket.id] New Ticket = ASSIGNED FROM {{ticket.subject}}}}
5 {% else %}
6   {{[ticket.id] New Ticket}} | {{ticket.subject}}
7 {% endif %}

Email:
1 {{ set_tplvar('agent_notification_footer', 'ticket-notify') }}
2 {{ set_tplvar('agent_reply_above_line', true) }}
3 <html>
4 <head>
5   {{[resource.html.twig]}}
6 </head>
7 <body>
8   {{ set_message = ticket_messages.first }}
9   {{[common_email_code_top.html.twig]}}
10
11 {{[ticket_header.html.twig]}}
12
13   {{ if message.person.is_agent }}
14     {{[common_ticket_header_agent.html.twig]}}
15   {{ else }}
16     {{[common_ticket_header.html.twig]}}
17   {{ endif }}
18
19 <br />
20
21 <div>{{ticket.html}}
22
23   {{[code]}} created a new ticket
24
25   {{ if app.getSetting('voice_email_attach_recording') }}
26     {{ set_recordingurl = get_full_recording_url(ticket) }}
27     {{ if recordingurl }}
28       <br /><br /><Click here to listen to the call recording:<br />
29       <a href="{{ recordingurl }}">{{ recordingurl }}</a><br />

```

The right pane shows the rendered email preview. It includes a subject line, a header, and a table of ticket details:

==== REPLY ABOVE [tag] ====  
 --- Your reply will be added as a private agent note

I ever heard!! Yes, I think that there was room for this, and she crossed her hands on her toes when they hit her; and when she looked up, and began to repeat it, but her.

Alice to herself, 'Why, they're only a child!' The Queen had only one way of nursing it, (which was to twist it up.

### Ticket

Scott Jordan <demo-user1@example.com> created a new ticket

View this ticket online: <https://site47797.deskprodemo.com/agent/#app.tickets.t.1>

ID	1
Ref	DEMO-1
Ticket Starter	Scott Jordan
CC's	<ul style="list-style-type: none"> <li>Linwood Collier</li> <li>Barbara Reichel</li> <li>Rowland Skiles</li> </ul>
Status	Resolved
Agent	Lee Christiansen
Team	Support
Department	Widgets
Widget Type	The chief.
Widget Description	I was going off into a pig, and she walked on in a Little Bill it was the White Rabbit cried out, 'Silence in the distance. 'Come on!' and ran off, thinking while she was getting so far

## How can I implement the new templates?

In order to enable the new email templates, you should first update to version 2020.2. On-premise customers can update immediately. For Cloud customers, the update will be rolled out to you in the coming weeks.

Once you have updated, we recommend that you [read this article](#) which will walk you through the necessary steps to enable the new templates. Please be aware that there some time may be needed to update and convert any custom email templates once the new email templates have been enabled.

For more general information on the new email templates, we have a guide [available here](#).