

New Feature: More Options When Agents Reply by Email

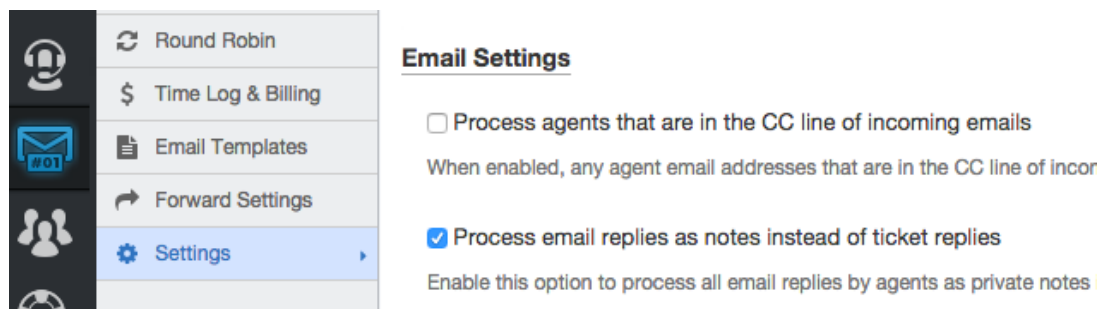
2015-07-20 - Ben Henley - Comment (1) - Product

While we're proud of DeskPRO's web interface, we think it's also important to give your agents the flexibility to help users by email alone.

Currently, agents can reply to any email notification from DeskPRO to create a new ticket message and sent it to the user. Some of our customers have told us that this doesn't fit how they work.

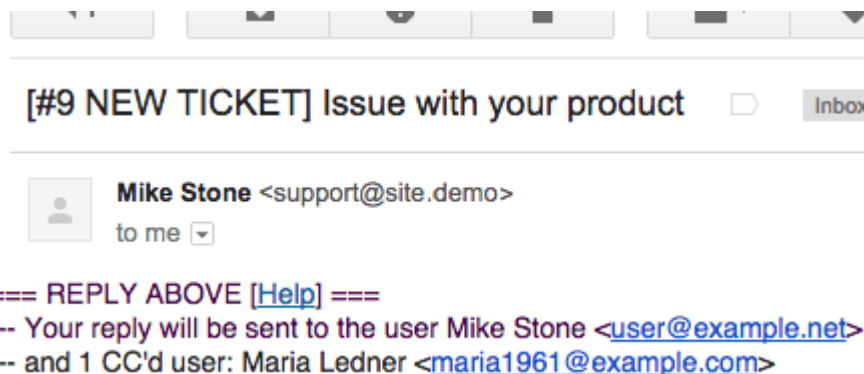
In our latest update, we've added a new setting for admins, plus more guidance for agents.

Admins can now choose whether an agent reply by email becomes a reply to the user, or an internal agent note.



The screenshot shows the DeskPRO settings interface. On the left is a sidebar with icons for various features: a headset for support, a mail icon for email, and a group of people for agents. The 'Email' icon is highlighted. The main content area is titled 'Email Settings' and contains two toggle switches. The first toggle, 'Process agents that are in the CC line of incoming emails', is currently turned off. Below it is a descriptive text: 'When enabled, any agent email addresses that are in the CC line of incoming emails...'. The second toggle, 'Process email replies as notes instead of ticket replies', is currently turned on. Below it is a descriptive text: 'Enable this option to process all email replies by agents as private notes'.

We've also made it much clearer in the notification text what will happen when the agent replies:



The screenshot shows an email notification interface. At the top, there's a header bar with several icons. Below this is a title bar that reads '[#9 NEW TICKET] Issue with your product' followed by a small icon and the word 'Inbox'. The main content area shows an email from 'Mike Stone <support@site.demo>' to 'me'. Below the email header, there's a section titled '=== REPLY ABOVE [Help] ==='. This section contains two lines of text: '--- Your reply will be sent to the user Mike Stone <user@example.net>' and '--- and 1 CC'd user: Maria Ledner <maria1961@example.com>'. The text is formatted with blue links for the email addresses.

If your agents ever need to override the default setting you've chosen, you can train them to use email action codes.

Simply adding #note or #reply at the very top of an email reply lets them specify if they want it to be a reply to the user or an internal note.

This article has [full details of how agent replies by email will now work](#) (your agents can also find it using the Help link next to REPLY ABOVE in any email notification).

We'll be rolling this out to Cloud helpdesks over the next few days. If you're a DeskPRO On-Premise admin, you can update your helpdesk to the latest version get this feature right now.

Comment (1)

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Lisa Donnelly

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Many thanks for this update!! It is most appreciated!