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Event Codes

Emily Booth - 2024-08-21 - Comments (0) - Using Deskpro

At the very bottom of each email in the footer, we are adding these "ref" codes:

Ref:Deskpro_XXXXXXX ticket_you_XXXXXXX (ticket is or was assigned to you).

Ref:Deskpro_XXXXXXX ticket_follow_XXXXXXX (ticket is or was followed by you).

Ref:Deskpro_XXXXXXX ticket_team_XXXXXXX (ticket is or was in your team).

Ref:Deskpro_XXXXXX ticket_new_XXXXXXX (ticket is new)

Ref:Deskpro_XXXXXX ticket_XXXXXX

Ref:Deskpro_XXXXXX im_XXXXXXX (include ticket mentions)

Ref:Deskpro XXXXXX task XXXXXX

Ref:Deskpro XXXXXX community XXXXXX

Ref:Deskpro_XXXXXX publish_XXXXXX

Ref:Deskpro XXXXXX crm XXXXXX

Ref:Deskpro_XXXXXX login_XXXXXWrap

The format is made of:

- The string Ref:Deskpro
- \$emailSourceId
- Space
- \$eventCode
- The string
- \$emailIdent again

So this makes it easy to search/create Gmail filters on those strings. The "email ident" makes the strings unique and not show up in the normal text, but it's static, so it doesn't change and therefore useful for filters.

\$emailSourceId

This should be the first 6 characters of shal(settings.core.helpdesk_uuid)

This is just an arbitrary string we've thought up, nothing very special about it other than it needs to stay static.

\$eventCode

The event code is the thing that triggered the email. So for each email we send, it will be one of those listed above. They're listed in order of priority; i.e. if a ticket is assigned to you, then ticket_you would be the event code no matter what.

For tickets, the assignment checks should always check on the property at either the start or end of the current request. E.g. if you imagine a trigger that re-assigned a ticket away from you, then we'd still want to use the ticket_you event code if it was assigned to you at the 'start'.

You can do this with Ticket::getStateChangeRecorder. e.g. if ticket->agent is currently you OR was ever you (in change recorder), then event code would be ticket_you.

Headers

Also copy these to headers:

• X-Deskpro-EmailSourceId: XXXX

• X-Deskpro-EmailEvent: ticket_you

This would allow for slightly easier filtering in things like email clients where you can actually filter on headers.