

Hobocти > Product > New Feature: Better Email Previews on Mobile Devices

New Feature: Better Email Previews on Mobile Devices

2015-07-24 - Ben Henley - Comments (0) - Product

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:

Mailboxes	Inbox	Edit
	Q Search	
=== REPLY ABOVE [Help] =	CKET] Chasing an	
=== REPLY ABOVE [Help] =	Re: Serious probler	
=== REPLY ABOVE [Help] =	REPLY] Re: Serious == Il be added as a pri	

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:

Mailboxes	Inbox	Edit
	Q Search	
Hi, can you let r reference 1098	CKET] Chasing an or me know the status o 7307? I was expectin d on your usual delive	of order g it
	Re: Serious problem! give this customer a	
I'm having a sei sent me this mo	REPLY] Re: Serious p rious problem with th prning. Can you pleas urgently? I would	e item you

For a few email apps, like Aquamail, you may need to change a setting to see the previews: see <u>this article</u> 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.