I'm having trouble with the subject of reminder emails

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

We've configured our helpdesk to send reminder emails to users if a ticket is in the awaiting user status for 1 week (using the default template). When the helpdesk sends the email the subject is always "REMINDER: {{ticket.subject}}" instead of using the actual subject.

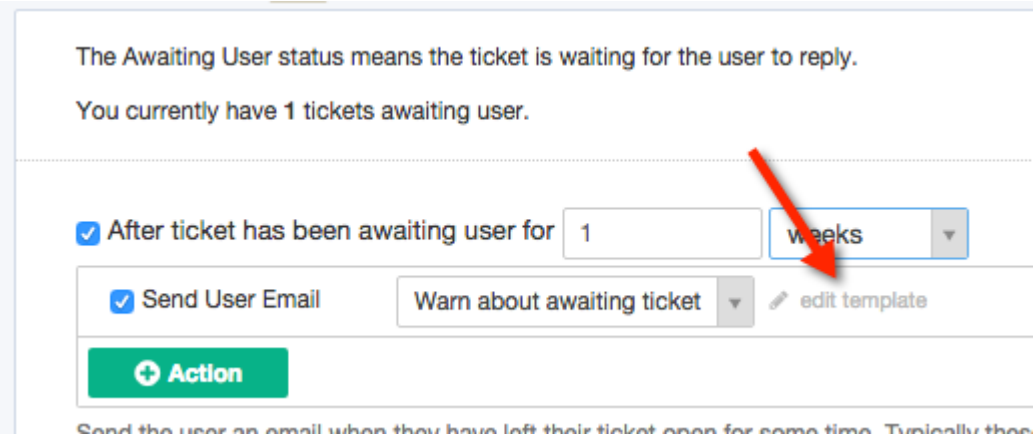
Answer:

To fix this:

1. In **Setup > Languages**, select your language and click **Edit Phrases**.

2. Under **User Interface Phrases > Email Subjects**, edit the Custom Phrase column of *user.email_subjects.remind_unresolved_subject* and *user.email_subjects.remind_unresolved_final_subject* and enter "REMINDER: {{subject}}".

3. Go to **Tickets > Statuses > Awaiting User**, and click **Edit template.**



4. Edit the subject of the template to be:

{{ phrase('user.email_subjects.remind_unresolved_subject', {subject: ticket.subject}) }}

5. If you have enabled the second warning, repeat steps 3 and 4 for the **Final warn about awaiting ticket** template, changing the subject to be:

{{ phrase('user.email_subjects.remind_unresolved_final_subject', {subject: ticket.subject}) }}