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How to Mark an Email as High Importance in Deskpro

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When a user sends you an email marked as high importance in Outlook, you might want to see that reflected in Deskpro. To do this, follow these steps:

1. Create a 'High Importance' Label:

- Navigate to **Admin > Ticket Structure > Ticket Labels > + New**.
- Create a new label and name it "High Importance".
- Assign it a red colour to match the visual cue used in Outlook.

Add: New Label

Name*

High importance

Color*

Red

Create Cancel

2. Create a New Ticket Trigger:

- Go to **Admin > Business Rules > Triggers > New Ticket Triggers > + New**.
- Give it a recognizable title, like **'Add High Importance Label.'**
- Set the criteria as follows: **Email header > Importance > is > high**.
- The action should be: **Add labels > High importance**.

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Email header

Importance

is

high

Or

when the following conditions are met:

Select...

Select...

4 Actions

These actions will apply when all of the criteria pass.

Then

the following actions will run

Add labels

High importance!

CreateCancel

This will ensure that any incoming email marked as high importance is automatically labelled in Deskpro.

Once set up, the label will be applied to emails marked with high importance, making them easy to identify, as shown in this example:

Immediate Attention Required

JD

Jane Doe

To: contact@nexgen.deskpro.com

↩

↶

↷

⋮

Tue 9/17/2024 5:50 PM

! High importance

Hi there,

We have detected an issue with your account that requires your prompt attention. Please review your account details and take the necessary action to resolve this matter as soon as possible.

If you need assistance or have any questions, please contact our support team immediately.

Thank you for your cooperation.

Sincerely,

Jane

↩ Reply

↷ Forward

Immediate Att...

x

kim.triel@deskpr...

Immediate Attention Required

2

High Importance! X

+ Add

Awaiting Agent

1

Agent

Team

Followers

+

-

4 mins

4 mins

Next event

Ticket Open

User Waiting

USER & CC'S

CC

^

JD

Jane Doe

janedoe@email.com

ORGANIZATION

^

Select Organization

EMAIL

JD

Jane Doe

Hi there,

We have detected an issue with y

If you need assistance or have any

Thank you for your cooperation.

Sincerely,

Jane

Sending an Email Marked as High Importance from Deskpro

If you need to send an email marked as high importance, you can modify the "Send user new reply from agent" trigger:

1. Adjust the Original Trigger:

- Go to **Admin > Business Rules > Triggers > New Reply Triggers > Send user new reply from agent**.
- Add an extra criterion: **Labels > does not contain > High importance**.

This ensures the trigger won't run if the "High Importance" label is already added to the ticket.

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Agent message

exists

And

Labels

does not contain

High importance! X

2. Create a Copy of the Trigger for High Importance Emails:

- Copy the existing trigger and adjust the criteria to: **Labels > contains > High importance**.
- In the action, set a header to add: **Importance | high**.

Now, when you apply the "High Importance" label and reply to the email, it will include the high importance flag in Outlook:

3 Criteria

The criteria section is a list of terms that must match before the actions are applied to the Ticket.

When

the following conditions are met:

Agent message

▼

exists

▼

🗑️

+

And

Labels

▼

contains

▼

High importance! X

▼

🗑️

+

With these steps, Deskpro allows you to effectively manage and send high-importance emails.