New: Email Action Codes

2013-05-01 - Chris Padfield - Komentarjev (0) - Product

Agents can now perform actions on tickets by entering special action codes to the top of their emails. Here's an example assigning an agent, setting the awaiting agent status, setting the priority adding a note:

```
#agent john@example.com
#status agent
#priority urgent
#note

John can you take a look at this asap.
```

Refer to our agent manual for a full list of email action codes you can use.

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