


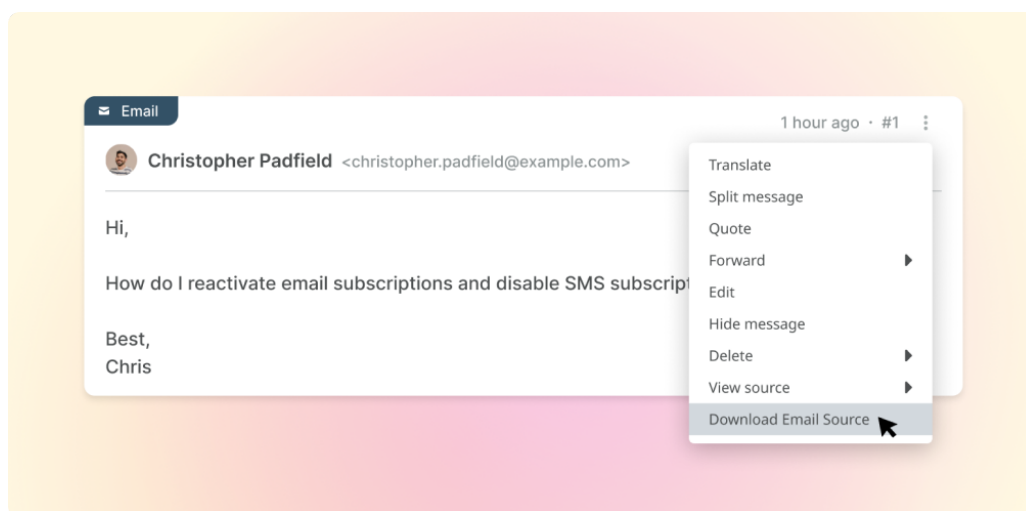
[Novice](#) > [Product](#) > [Product \(Agent\)](#) > [You can now download emails from a User's ticket](#)

You can now download emails from a User's ticket

2022-09-13 - Lara Proud - [Komentarjev \(0\)](#) - [Product \(Agent\)](#)

You can now download emails by clicking on a User's email in the ticket thread and downloading it as a .eml file; we added this to make it easier to save specific messages or threads.

You can do this by clicking on the  menu on the ticket and clicking **Download Email Source**.



We have added this feature to enable you to share downloaded email files with colleagues more efficiently or to store them on your computer for future reference or protection if needed.