How can I switch email clients whilst using Deskpro?

Lauren Cumming - 2023-09-27 - Comments (0) - Deskpro Legacy

Question:

E.g We are migrating our email from Exchange into Google apps and would like some advice on the setup and what we need to do in order to ensure Deskpro continues to work during and after the migration.

Answer:

We recommend getting all email targeting the Exchange host to forward mail on to the Google Apps host. Then edit the email accounts in Deskpro to use the new Google Apps host. This ensures that Deskpro only has a single account, the real Google Apss host, and means during the switch-over all mail is funnelled into that single host, regardless of where it is actually entered into.

So:

1) Configure Exchange to forward from itself > Google

2) Edit Deskpro to use the Google accounts