I'm having trouble receiving notification emails when I create a ticket

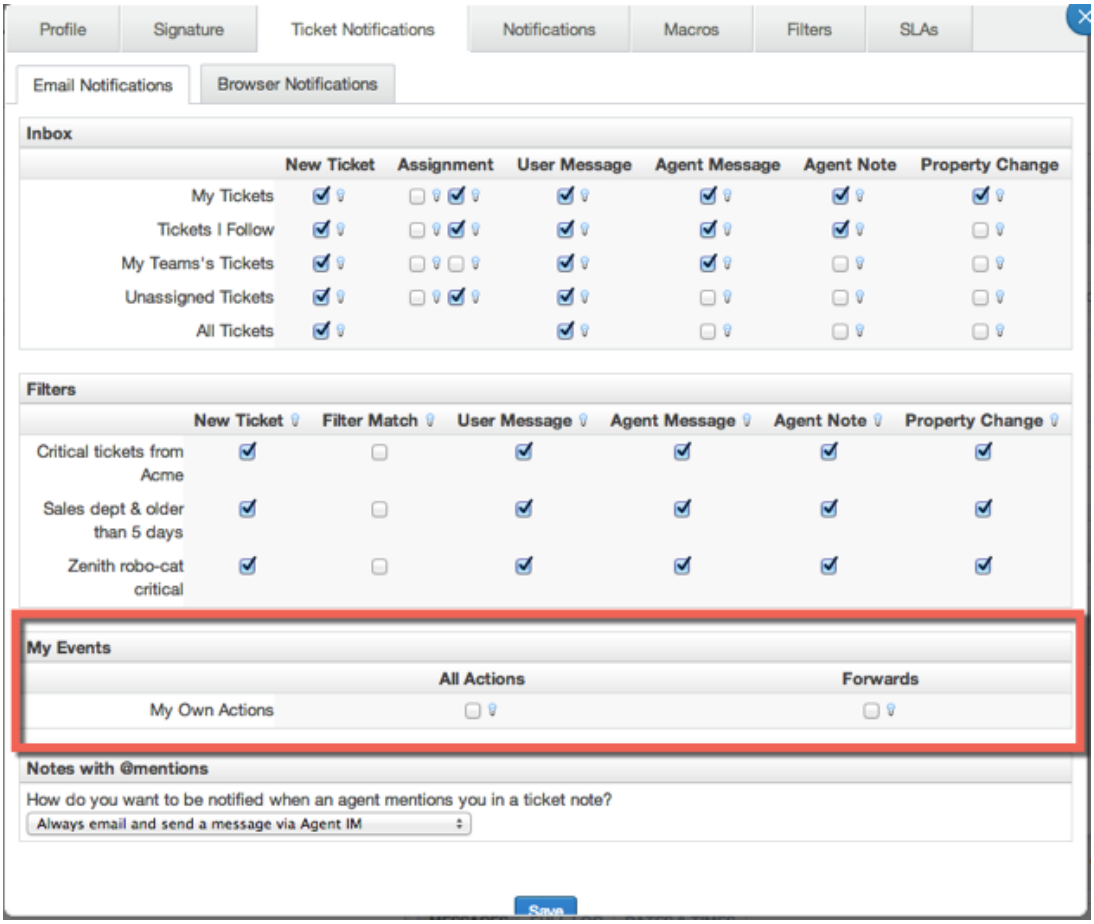
Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

I'm trying to test email notifications. I make myself a test ticket and I don't get an email. Other automatic emails seem to be working. What's wrong?

Answer:

By default, you don't get notifications about your own actions on tickets, including creating them.



If you want to enable email notifications for your own actions, go to your **Preferences** at the top left of the agent interface, and change the **My Own Actions** settings under **Email Notifications**.

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