



<u>Hjälpcenter</u> > <u>Community</u> > <u>Feature Request</u> > <u>Automatic Replies</u>

Automatic Replies Collecting Feedback

- MS Mike Sheldon
- Forumets namn: #Feature Request

Referencing this article

https://support.deskpro.com/en/kb/articles/automatic-replies-added-as-a-note

Is there a way to configure this? We get different variations of subject lines and it would be nice to be able to configure additional ones.

Kommentarer (3)

MW Michael W.

6 år sedan

I agree with that. Microsoft localizes those strings, so replies from german outlook clients start with "Automatische Antwort: " $\,$

MW Matthew Wray

6 år sedan

Hi Mike - you can't define this at the moment but I agree that would be a useful feature. The article you reference has recently been updated to specify the codes that are currently looked for if you're interested: https://support.deskpro.com/en/kb/articles/why-are-some-automatic-replies-added-as-an-internal-note

Joël Messas

5 år sedan

This is great, but really needed in multiple languages! French for me!