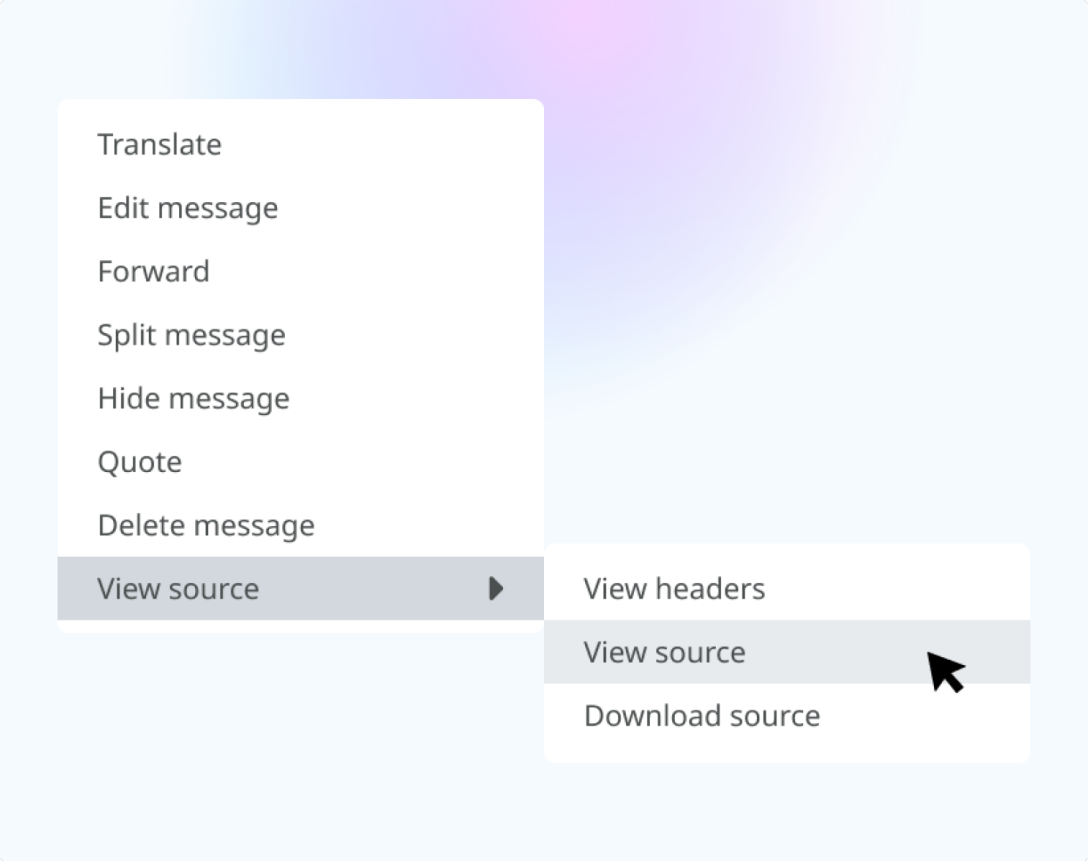
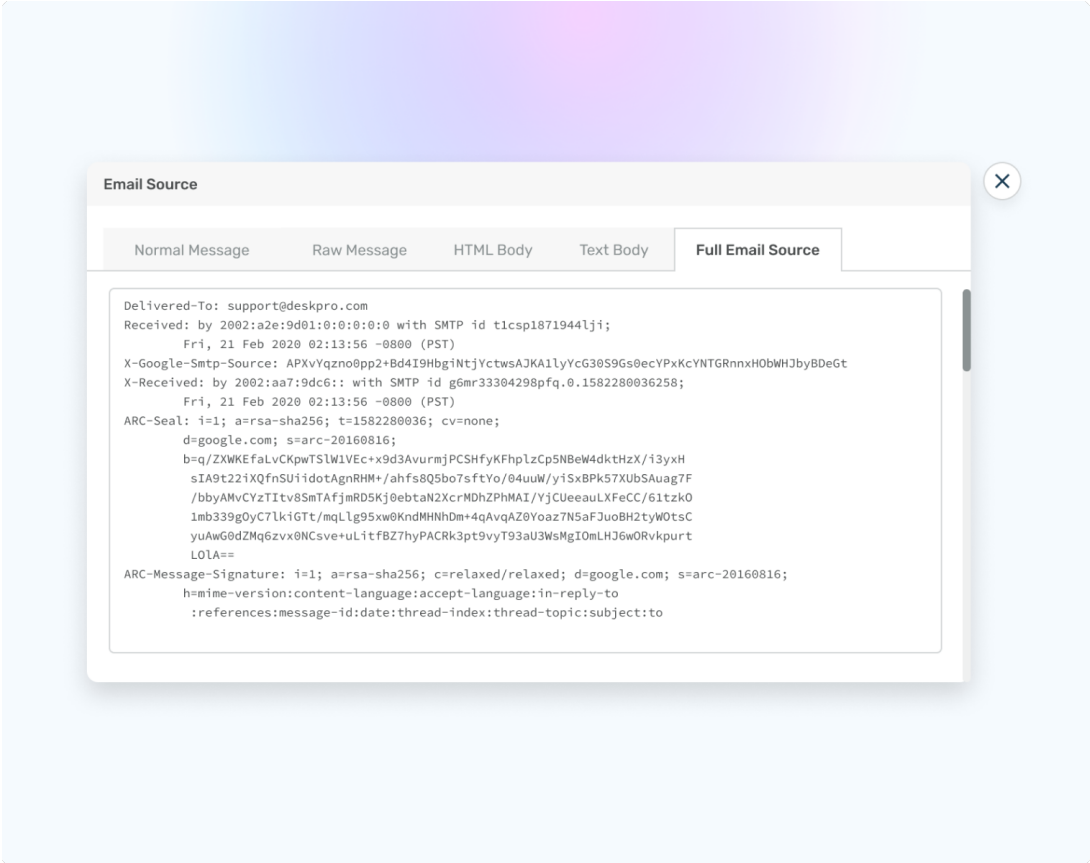
You can now view the Email Message Source

2022-09-06 - Lara Proud - Kommentarer (0) - Product (Agent)

We have added the ability to view the Message Source for Emails received by the helpdesk. Viewing the source code of an email can be helpful if you need insights about an email, or it can be beneficial for your support team to troubleshoot technical issues. Access the Message Source by clicking on the ⋮ menu and selecting **View Source**.



Clicking this opens a window with the different forms of source information organized by tabs. We designed it this way to help you quickly find the details you need about the source of an email, such as when you received it, what server sent it, which account received it, and more.



The Email Source window is divided into the following five tabs:

- Normal Message (which displays the email in full)
- Raw Message
- HTML Body
- Text Body
- Full Email Source