



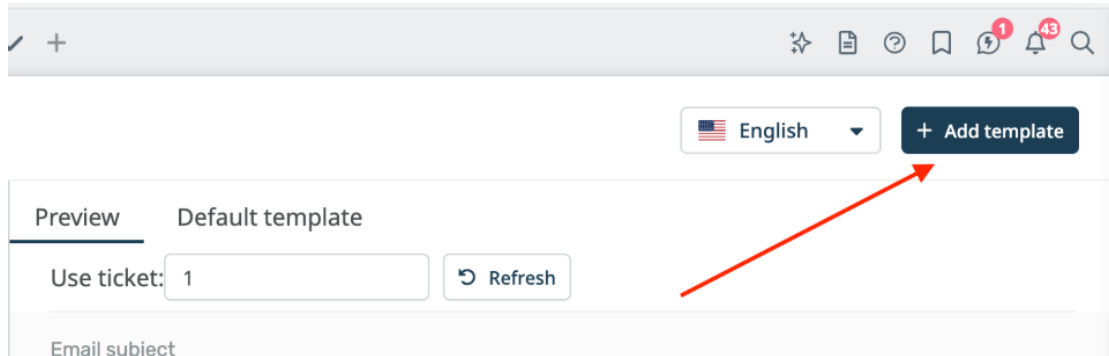
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How do I automatically tell users who submit tickets by email to use the Help Center?

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If you want your users to submit tickets through the Help Center (so they have to set a category or fill in specific fields, etc.). But you find that a lot of your users are starting to send in new tickets by email, bypassing the Help Center. You can set up a **New Reply Trigger** and **Custom Email Template** to automatically reject email tickets and ask users to submit via the Help Center instead.

To start you need to create an email template, go to **Admin > Channels > Emails > Template** and click on the add template button.



Here's an example template:

Subject:

```
{{ phrase('user.email_subjects.tickets_re') }}
```

Body:

```
<html>
<head>
  {% include 'SendmailBundle:blocks:resources.html.twig' %}
</head>
<body>
  {% include 'SendmailBundle:emails_common:email_code_top.html.twig' %}
  {% include 'SendmailBundle:blocks:header.html.twig' %}

  <p>Please note that all support requests must be submitted through <a href="{{
url_full('user_tickets_new') }}">our Help Center contact form</a>.</p>
  <p>No ticket has been created for your issue and this email has not been read by our
agents. Once you have submitted your request through the Help Center, you will be able
to correspond with our agents by email as usual.</p>

  {% include 'SendmailBundle:blocks:footer.html.twig' %}
  {% include 'SendmailBundle:emails_common:email_code_bottom.html.twig' %}
</body>
```

`{{ phrase('user.email_subjects.tickets_re') }}` just inserts the subject of the original email with "Re:" on the front, and `{{ url_full('user_tickets_new') }}` is the URL of the Contact Us section of the Help Center.

Save the new template.

Next, go to **Admin > Business Rules > Triggers** and create the new reply trigger. We only want it to run when a *user* submits a ticket via *email*, so we use these **Event** settings:

The screenshot shows the 'Event' configuration section. At the top, there is a dropdown menu labeled 'Event' with 'New reply' selected. Below this, there are two radio buttons: 'By User' (which is selected) and 'By Agent'. Under the 'By User' section, there is a grid of checkboxes for various communication channels: Help Center, Phone, Twitter, API, SMS, Trust Pilot, Email (which is checked), and WhatsApp.

We want to send an auto-response telling the user that they have to go to the Help Center.

Change the default action to **Template Emails > Send Email to User**. Select **Create a new template** and select the template you created earlier:

The screenshot shows the 'Actions' configuration section. At the top, it says 'These actions will apply when all of the criteria pass.' Below this, there is a section labeled 'Then' with the text 'the following actions will run'. A dropdown menu is open, showing a list of actions. The 'Template emails' category is selected, and the 'Send email to user' option is highlighted with a red box. A red arrow points to this option from the left.

Set the other options for sending the email:

The screenshot shows the 'Actions' configuration section. At the top, it says 'These actions will apply when all of the criteria pass.' Below this, there is a section labeled 'Then' with the text 'the following actions will run'. A dropdown menu is open, showing a list of actions. The 'Send email to user' option is selected. Below this, there are several configuration fields: 'Templates' (set to 'user_reply_use_help_centre.html'), 'To' (set to 'Email only ticket owner'), 'From name' (set to 'Helpdesk name'), and 'From email' (set to 'The account set on the ticket'). There is also an 'Add headers' button at the bottom.

It's probably best to email just the ticket owner and not anyone who was CC'd, otherwise everybody on the original email might try to submit a ticket for the same issue.

Now we've told the user to submit via the Help Center, we want to get rid of the ticket that was created by their email.

This is easy; just add a **Ticket Actions > Delete Ticket** action.

Once the trigger runs, we don't want any other triggers to run afterward, so we can add a **Trigger Controls > Stop Processing Triggers** action.

From email

The account set on the ticket

Add headers

Delete ticket

Define reason for delete

Stop processing triggers

The trigger is complete. Click **Create**.

Now it's important to drag the trigger to the top of the trigger list, so it runs before any other triggers.

New Ticket Triggers			New Reply Triggers		Ticket Update Triggers	
☐	-	Title		ID		
☐	☒	Send agent notifications		2		
☐	☐	Send auto-reply confirmation to user		6		
☐	☒	Send user new reply from agent		7		
☐	☒	Assign self when replying by email		8		
☐	☐	New User Reply from Help Center		74		
☐	☐	SMS notification		69		
☐	☒	Reply to user, use Help Center				

After:

New Ticket Triggers **New Reply Triggers** Ticket Update Triggers

☐ -	Title		ID
☐	☒ Reply to user, use Help Center		77
☐	☒ Send agent notifications		2
☐	☐ Send auto-reply confirmation to user		6
☐	☒ Send user new reply from agent		7
☐	☒ Assign self when replying by email		8
☐	☐ New User Reply from Help Center		74
☐	☐ SMS notification		69